



# Environmental, Social and Governance Report

March 2025

Governance

Social

Environmental



## Acknowledgement of Country

Australian Gas Infrastructure Group acknowledges the Traditional Custodians of the lands upon which we live and operate, and we pay our respects to Elders past, present and emerging. We recognise Aboriginal and Torres Strait Islander peoples' historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.

# Contents

About this Report	04
Connection to Country	04
About AGIG	06
Our Business	10
Our Role	14
Our Vision, Strategic Pillars and Values	16
Message from the Chairs and CEO	18
2024 Highlights, 2025 Key Focus Areas	20
Progress Against our Targets	22
Governance	28
Social	40
Environmental	50
Appendix	60

# About this Report

This Report, and our suite of related publications, represent Australian Gas Infrastructure Group's ongoing commitment to transparency and the disclosure of Environmental, Social and Governance (ESG) targets and performance. We strive to engage with our stakeholders, address material topics and provide a balanced view of our performance and progress against targets.

In 2024 we expanded our ESG reporting suite to include two new supporting publications. Our **Sustainability Report** summarises our emissions position and performance against targets, whilst our **Community Impact Report** outlines the difference we are making to our communities and partners via our Community Partnerships Program.

This year we have also published our inaugural **Data Book**, providing our ESG data metrics, Global Reporting Initiative (GRI) Standards Index, Key Policies and Assurance Statements. Supporting reports are referenced throughout this document including in the Appendix.

## ESG Reporting Suite

Our ESG Report is supported by a range of other corporate publications, available on our website.

- 2024 Community Impact Report
- 2024 Energy Charter Report
- 2024 Sustainability Report
- 2024 Data Book under sustainability report
- Diversity, Equity and Inclusion Plan
- Modern Slavery Statement
- Reflect Reconciliation Action Plan
- Sustainable Procurement Statement

## Reporting Boundaries

The scope of this Report includes Australian Gas Infrastructure Group entities (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 2024. Further information on our reporting methodology is provided in our 2024 Data Book as linked in the Appendix.

## Assurance

Independent assurance providers have undertaken limited assurance on selected metrics referenced in this Report.

Further details on the scope and conclusions of the assurance are provided in our 2024 Data Book.



## 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.

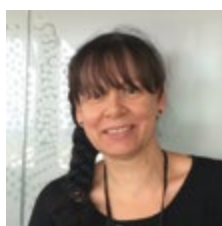
Our Reflect Reconciliation Action Plan (RAP) was released in 2023 and represents the start of our formal journey towards reconciliation. In 2024 we completed all of our RAP actions and plan to progress to our Innovate RAP in 2025.

*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 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**



**Karen Briggs**  
First Nations Artist

### Artist Background

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



## Dampier Bunbury Pipeline

DBP owns and operates Western Australia's principal gas transmission system the Dampier to Bunbury Natural Gas Pipeline. The Australian Gas Infrastructure Development (AGID) Group 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 gas infrastructure (distribution and transmission pipelines) in Victoria, South Australia, Queensland, New South Wales and the Northern Territory. 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 construction in Victoria.



# We are Australian Gas Infrastructure Group

## One of Australia's largest gas infrastructure businesses.

We are Australian Gas Infrastructure Group (AGIG), one of Australia's largest gas infrastructure businesses and a key partner for our customers; delivering the infrastructure needed to support the energy transition today and in the future.

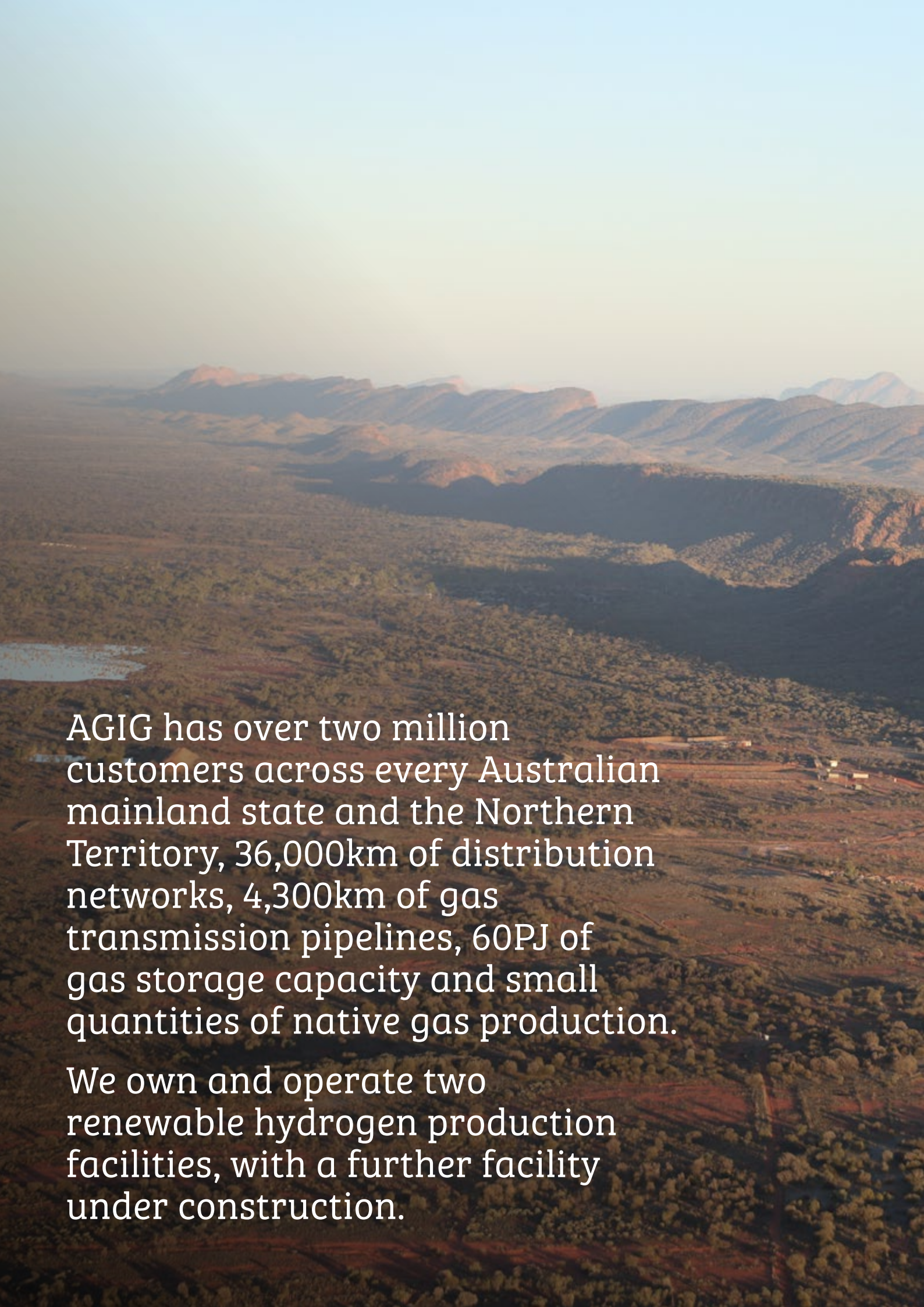
Across every Australian mainland state, and the Northern Territory, our infrastructure delivers gas to homes, businesses and communities; and transports and stores gas that underpins the Australian economy for power generation, mines and manufacturers. We do this safely, reliably and in a cost-efficient manner for our customers.

Our business is actively participating in the energy transition by delivering the natural gas needed today and advancing solutions for the future. Since 2021, our Hydrogen Park South Australia facility has been delivering blended renewable hydrogen to hundreds, then thousands, of homes. This facility demonstrates the reality of renewable gas – and now we're doing more. In 2024 we commenced production at our second facility, Hydrogen Park Gladstone. A third facility, Hydrogen Park Murray Valley, is currently under construction.

Our Net Zero Ambition and emissions reduction targets outline our ongoing dedication to a sustainable energy future. We know that to deliver our net zero ambitions in a timely, affordable and reliable way for all customers, a diverse range of energy supply is needed. We will continue to work with customers and stakeholders to deliver and develop the energy infrastructure solutions essential to lowering emissions – including through natural gas, renewable gas and carbon capture and sequestration solutions.

We strive to contribute more than safe and reliable energy supply in the communities we serve by being a socially responsible organisation that leaves a long-term positive impact.

Our focus on customers and community could not be delivered without our most important asset: our people. The AGIG team comprises dedicated industry experts focussed on delivering operational excellence. AGIG seeks to ensure the work environment is safe and inclusive, creating a culture that fosters success.

An aerial photograph of a vast, hilly landscape. The foreground is dominated by dense, green vegetation, likely a forest or scrubland. A small, light-colored pond is visible on the left side. In the middle ground, there are rolling hills and valleys, with some small structures or buildings scattered across the terrain. The background features a range of mountains under a clear, light blue sky. The overall scene is bright and expansive.

AGIG has over two million customers across every Australian mainland state and the Northern Territory, 36,000km of distribution networks, 4,300km of gas transmission pipelines, 60PJ of gas storage capacity and small quantities of native gas production.

We own and operate two renewable hydrogen production facilities, with a further facility under construction.



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





# Our Business

## Queensland

- 112,422 customers
- 6,043TJ delivered in 2024
- Distribution 3,344km
- Transmission 314km
- Electrolysis 0.175MW

## Victoria

- 1,478,042 customers
- 95,327TJ delivered in 2024
- Distribution 22,263km
- Transmission 501km

## Western Australia

- 62 shippers
- 485,573TJ delivered in 2024
- Transmission 2,337km
- 60PJ gas storage

## South Australia

- 486,973 customers
- 25,542TJ delivered in 2024
- Distribution 8,510km
- Transmission 479km
- Electrolysis 1.25MW

## New South Wales

- 63,540 customers
- 5,016TJ delivered in 2024
- Distribution 2,079km
- Transmission 84km

## Northern Territory

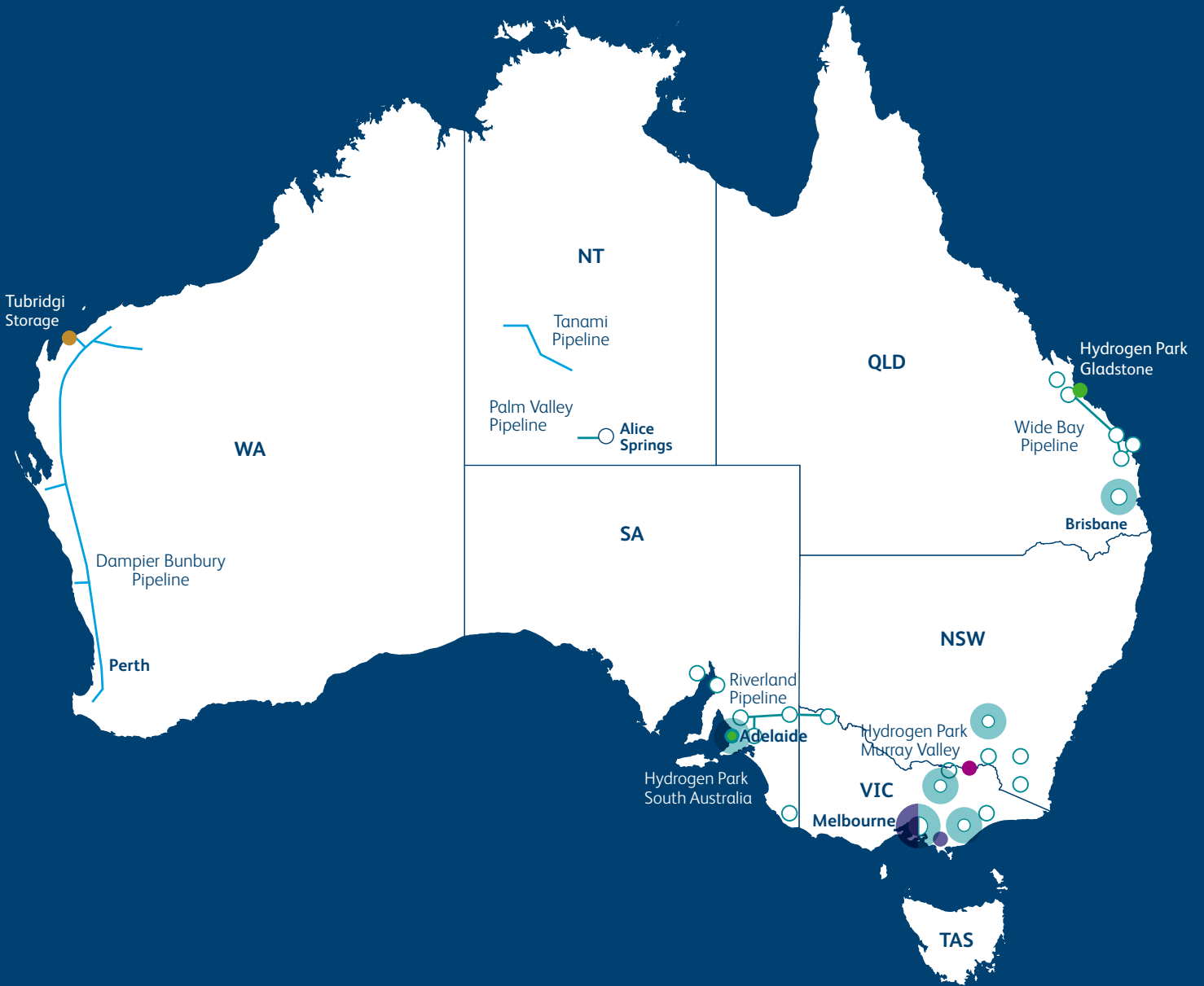
- 1,190 customers
- 3,499TJ delivered in 2024
- Distribution 40km
- Transmission 601km

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

## Total AGIG Breakdown

TOTAL CUSTOMERS	2,142,167
TOTAL SHIPPERS	62
TOTAL DISTRIBUTION	36,236km
TOTAL TRANSMISSION	4,316km
TOTAL STORAGE	60PJ
TOTAL ELECTROLYSIS	1.4MW

# Our Business



## Legend

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

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

# Our Role in the Energy Supply Chain

We are a key infrastructure partner for our customers, delivering the infrastructure needed to support their needs across the energy transition and well into the future.

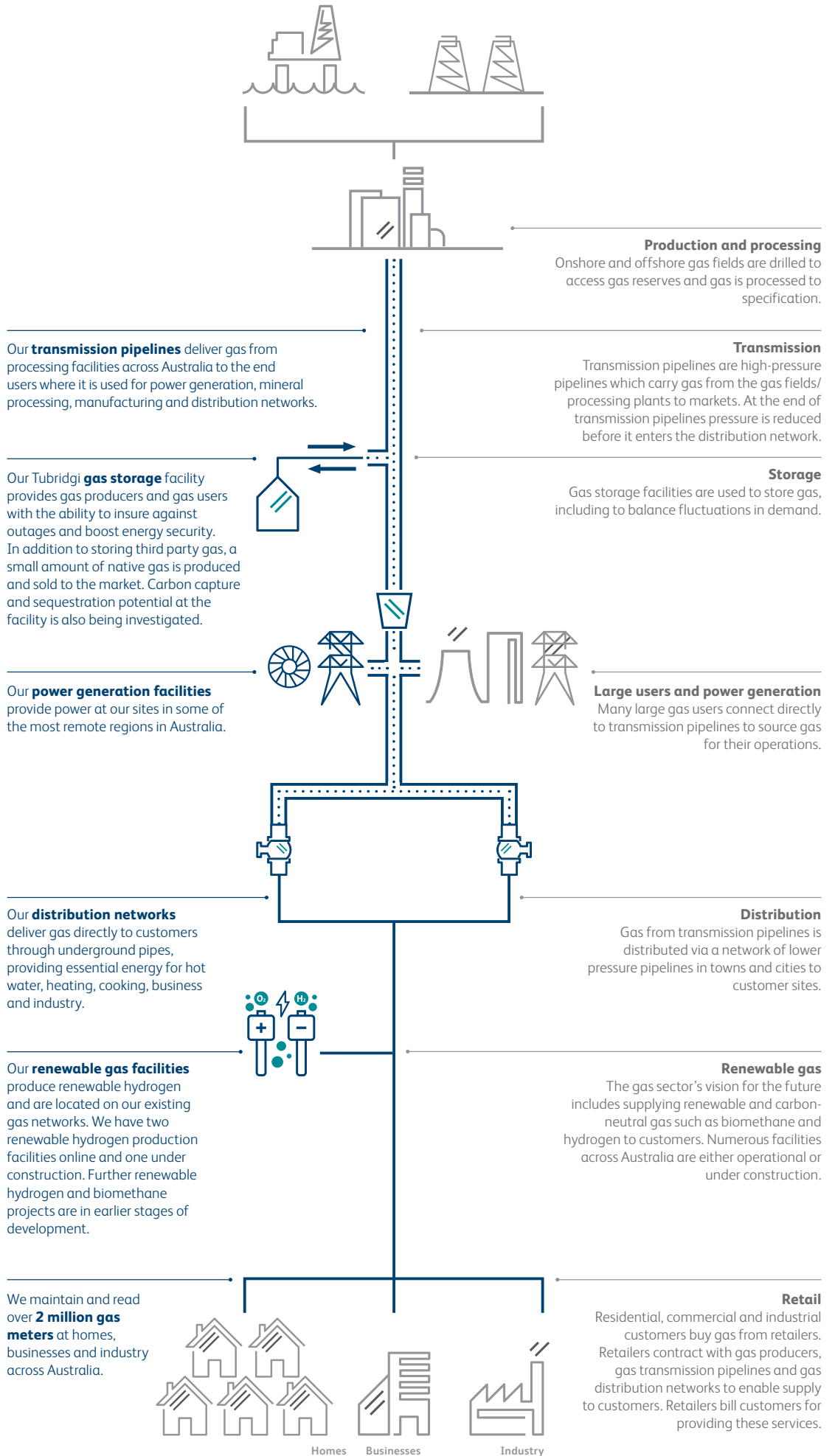
“...under all credible net zero scenarios, natural gas is needed through to 2050 and beyond... Gas can support our future made in Australia”.

Australian Government,  
2024 Future Gas Strategy



# AGIG's Services

# Gas Supply Chain



Across recent years, our business has grown and evolved. As a result, in 2024, we refreshed our Vision, Strategic Pillars and Values, to ensure these elements were inclusive, reflective of who we are today and our goals for the future.

AGIG's Vision, Strategic Pillars and Values provide direction and guidance, positioning our business to deliver today and into the future.

Our refreshed Vision is a recommitment to the strong foundations we have set for our business and an important step towards leading our industry to 2050 and beyond.

Our Strategic Pillars highlight key focus areas in delivering the Vision – for our shareholders, our customers, our people, our operations and our communities. The evolution of our Strategic Pillars to explicitly reference Operational Excellence and Sustainable Communities clearly illustrates how ESG is embedded within our business.

To achieve our Vision, we embrace our four Values in everything we do. We Build Trust. We are Accountable. We Care. We are One Team.



# Our Vision

To deliver infrastructure essential to a sustainable energy future

## Our Strategic Pillars

 <p><b>Customer Focused</b></p> <ul style="list-style-type: none"> <li>Public Safety</li> <li>Customer Experience</li> <li>Cost Efficient</li> </ul>	 <p><b>A Leading Employer</b></p> <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Employee Experience</li> <li>Skills Development</li> </ul>	 <p><b>Operational Excellence</b></p> <ul style="list-style-type: none"> <li>Profitable Growth</li> <li>Benchmark Performance</li> <li>Reliability</li> </ul>	 <p><b>Sustainable Communities</b></p> <ul style="list-style-type: none"> <li>Enabling Net Zero</li> <li>Environmentally Focused</li> <li>Socially Responsible</li> </ul>
---	---	--	--

## Our Values

 <p>We build <b>Trust</b></p>	 <p>We are <b>Accountable</b></p>	 <p>We <b>Care</b></p>	 <p>We are <b>One Team</b></p>
--	--	---	---



# Message from the Chairs and Chief Executive Officer (CEO)

AGIG is committed to delivering safe and reliable energy for our customers, now and into the future.

Our refreshed strategy outlines our long-term direction and the measures and behaviours needed to achieve it. These elements will guide everything we do as a business, including for our people, our customers and for the community.

This year sees the release of our fourth ESG Report. Since inception, we have made good progress against our defined United Nations Sustainable Development Goal (UN SDG) targets, but we recognise there is still more to be done. With this in mind, this year we have also released our first Sustainability Report and Community Impact Report. The three Reports together highlight our achievements, the challenges we are facing as a business and as an industry and note specific areas that require further development.

Our ESG Report provides a holistic overview of our progress against defined UN SDG targets. Our Sustainability Report delves deeper into AGIG's emissions and sustainable practices. The Community Impact Report focuses on the contribution our business makes to communities through tracking our in-kind and financial support throughout the reporting year.

At AGIG, the safety of our people, our contractors and our customers is paramount and at the forefront of everything we do. We ended 2024 with our lowest ever levels of asset strikes and injury rates, which was a fantastic outcome. Our focus on safety excellence and the work our business does to keep our people and the public safe was recognised at the 2024 Australian Pipelines and Gas Association Awards, where we received the national 2024 Safety Award for our Underground Asset Locator Initiative.

We aspire to be a leader in our industry through our Net Zero Ambition. The energy transition presents challenges as well as opportunities for our business and industry more broadly. Renewable gases like renewable hydrogen

and biomethane can work to gradually replace natural gas for industry, businesses and in homes.

Our work to bring renewable gas to market continues to grow each year – and 2024 was no exception.

This year we achieved more Australian firsts with the MasterChef Australia kitchen delivering carbon-neutral biomethane to the set for contestants to cook with; our Hydrogen Park South Australia (HyP SA) facility increased its blend to 10% renewable gas delivered to around 4,000 homes, businesses and schools on our existing gas network and our second demonstration facility, Hydrogen Park Gladstone (HyP Gladstone) commenced blending. We broke ground at Hydrogen Park Murray Valley (HyP Murray Valley), which will be Australia's largest renewable hydrogen facility when delivered.

We demonstrated the important role renewable gas can play in industrial decarbonisation through our partnership with Mars Petcare. In 2024, Mars became the first business in Australia to voluntarily commit to the purchase of GreenPower Renewable Gas Guarantee of Origin certificates planned to be generated from HyP Murray Valley (pending GreenPower accreditation). The agreement to sell certificates to Mars Petcare highlights the opportunities between business and industry to work together to achieve a unified goal of industrial decarbonisation.

Our proposed carbon capture and storage project in the Pilbara, would also support heavy industry decarbonisation. The project was awarded a \$15 million grant from the Western Australia government in November 2024, which is vital to advancing the project.

The reliability and performance of our assets is crucial to our customers. In 2024, our Dampier to Bunbury Natural Gas Pipeline celebrated

40 years of operation. For 40 years this pipeline has supported the Western Australian economy by delivering vital energy to industry, businesses and the community through some of the most remote parts of the state. In 2024, we delivered our highest ever volumes, with no curtailments or peak time deliverability issues.

We've also been investing in making a meaningful difference to our employee experience. In 2024 we released our Diversity, Equity and Inclusion (DEI) Engagement Plan for the 2024 to 2026 period. This plan promotes an equal, fair and inclusive workplace through clear and actionable directives. We've set plans to close identified gaps, as well as prioritising an inclusive culture.

In 2024, we achieved some important milestones for our customers and communities. In its fourth year of operation, our Community Partnerships Program delivered its largest impact to date. Our total community investment was more than \$540,000. Record staff donations to Australian charities and not-for-profit organisations, were achieved, which were dollar-matched by AGIG, reaching total levels of over \$95,000. We also ended the year with the most hours volunteered by our staff since the Program's inception.

In support of our most vulnerable customers, 2024 saw the launch of our Victorian Priority Services Program (PSP). This extends the reach of the program to now include Victoria, South Australia and Queensland.

We would like to take this opportunity to thank our people, customers and key stakeholders for their support throughout the year.

We look forward to continuing to work together as we navigate through the path to net zero.



Peter Tulloch (Chair AGN), Craig de Laine (CEO), Peter Lowe (Chair DBP and MGN)

# 2024 Highlights

## 2025 Focus Areas

Setting Biodiversity Targets

---

Updating Climate Scenario Analysis

---

Compliance to Australian Sustainability Reporting Standards

---

Progressing to an Innovate Reconciliation Action Plan

---

Finalising our Graduate Program

Since our inaugural ESG report in 2021, our business has set and delivered some notable and ambitious targets. While we're glad to have broadened our lens for success across Environmental, Social and Governance, there are still areas requiring a concentrated focus.

We are clear on areas needing progression.

## Governance



### ~85% of ESG Metrics Assured (Verified) in 2024

Up from 67% in 2023



### Fourth Modern Slavery Report Submitted

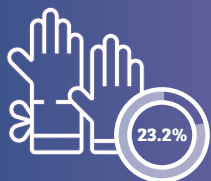
Outlining our compliance with 100% of actions listed



### ESG Reporting Suite Developed

Including a Data Book, Sustainability Report and Community Impact Report

## Social



### 23.2% Increase in Employee Volunteer Hours

825.5 hours in 2024 compared to 670 in 2023



### 12<sup>th</sup> GoodCompany Awards Best Workplaces to Give Back

Up from 16<sup>th</sup> in 2023



### 2024 Service Champion

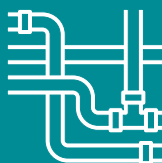
Awarded the 2024 Service Champion for the Customer Service Project of the Year – Customer Impact for our Priority Service Program

## Environmental



### ~40% Scope 1 Emissions Reduction

On a pathway to achieving the Federal Government Target of a 43% reduction in 2005 levels by 2030



### Two Projects Delivering up to 10% Renewable Gas

Volume blend at HyP SA increased no more than 10% and HyP Gladstone online



### Sustainability Report Developed

In preparation for Australian Sustainability Reporting Requirements in 2025

# Progress Against our Targets

We report under the United Nations Sustainable Development Goals (UN SDGs) and have aligned with seven goals that are most relevant to our sphere of influence, prioritising areas where we can make the most difference. Our targets outline our ambition for the future. We monitor progress against these targets throughout the year assess challenges and opportunities as they arise.

AGIG has a total of 22 SDG-aligned targets, with the following maturity profile:

- End-2025: Three targets
- End-2026: Three targets
- Beyond-2027: Seven targets
- Evergreen/ongoing: Nine targets

A materiality assessment of the relevance of the goals and targets is undertaken annually. More information on this materiality process is outlined in the Governance section of this report.

In 2024 we updated our methodology for reporting against our targets to include an internal assessment of progress in completing our targets, replacing the historic measure of maturity scale (emerging, evolved and empowered). This change reflects the increase in maturity of our reporting and seeks to ensure transparency.

## Legend

Evergreen



New



Progress






<sup>1</sup> Note this target has been reworded to better reflect our focus areas, whilst maintaining the intent of the previous wording.

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






## 05 Gender Equality

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

AGIG Target	Comment on Progress in 2024	Progress to Target
We will target 40 % female representation in our workforce by end-2027.	At 31 December 2024, AGIG had 36 % overall female workforce representation.	 90% complete
We will target 40 % female representation in our senior leader's category by end-2030.	At 31 December 2024, AGIG had: 30 % female representation at a senior management level, 37 % at management level and 56 % representation at an executive leadership level. At the executive level, two female members were in an acting capacity; considering permanent employees only, female representation at the executive level was 43 %	 80% complete
We will conduct gender pay gap analysis by end-2024.	Target achieved. The gender pay gap, and more broadly, pay equity analysis has been completed and planned initiatives are underway to address pay equity across AGIG.	






## 07 Affordable and Clean Energy

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

AGIG Target	Comment on Progress in 2024	Progress to Target
We will support customers in vulnerable circumstances.	Our Victorian Priority Services Program (PSP) was launched in September 2024. This follows the launch of the South Australian and Queensland program in 2023. Support has been provided to 124 customers to end-2024 and focus has now shifted to program growth. The PSP was awarded the 2024 Service Champion for the Customer Service Project of the Year – Customer Impact.	
We will facilitate investment in significant new renewable and carbon-neutral gas projects for supply to our customers. <sup>1</sup>	We continue to invest in initiatives related to renewable gas supply to customers, key progress in 2024 includes: <ul style="list-style-type: none"> <li>March 2024: HyP SA blending by volume increased from up to 5 % to up to 10 %</li> <li>October 2024: Ground broken at HyP Murray Valley</li> <li>November 2024: Production of hydrogen commenced at HyP Gladstone</li> </ul> In addition to the above, we are continuing to progress the development of various other renewable gas projects.	
We aim to reduce our Scope 1 and 2 emissions from across all AGIG assets by 30 % by end-2030 (from a financial year 2020 baseline). <sup>2</sup>	In 2024, we reduced emissions by 18 % when compared to 2020.	 60% complete
We will undertake a materiality assessment on our Scope 3 emissions to enable us to set a reporting target by end-2024.	Target achieved. In 2024, we completed a materiality assessment on our scope 3 emissions.	 100% complete
We will track and report our material scope 3 emission categories, with a view of setting measurable targets by end-2027.	This is a new target approved in 2024 for delivery in future years.	 New

## 08 Decent Work and Economic Growth

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

AGIG Target	Comment on Progress in 2024	Progress to Target
We will maintain the health and safety of our employees and contractors.	In 2024 our Total Recordable Injury Frequency Rate (TRIFR) was 2.4 compared to 4.3 in 2023. In addition to our ongoing focus on health and safety, in 2024 we increased our focus on mental health.	
We will develop a Graduate Program by end-2025.	In 2024, we completed our pilot program with our current graduates in preparation for implementation in 2025.	
We will deliver on commitments made in our Modern Slavery Statement.	In 2024, we delivered our fourth Modern Slavery Statement, outlining compliance with 100% of actions listed.	
We will develop a Diversity and Inclusion Program to support our Diversity, Equity and Inclusion policy and plan and support a more inclusive workplace by end-2024.	Target achieved. In 2024, we developed and released to staff our 2024-2026 Diversity, Equity and Inclusion Policy and Plan.	
We will report on or (DEI) Program through our Engagement Plan actions, with a view to reviewing and updating our DEI Engagement Plan by end-2026.	This is a new target approved in 2024 for delivery in future years. All 2024 actions within the DEI Engagement Plan were successfully completed, including the formation of a DEI Working Group, establishing and reporting on diversity metrics, and continued engagement with diversity and inclusion initiatives and partners.	





## 09 Industry, Innovation and Infrastructure

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

AGIG Target	Comment on Progress in 2024	Progress to Target
We will improve reliability, reduce emissions and future proof our distribution networks by replacing low pressure and earliest generation polyethylene pipes.	We continue to progress our mains replacement program across all states in which we operate. In 2024, 364kms of mains replacement was delivered: 176kms in Victoria, 162kms in South Australia, 15kms in New South Wales and 12kms in Queensland.	
We will promote knowledge sharing and partnerships across the renewable energy sector.	We continue to work with governments, industry and research organisations to share knowledge on the future of gas. This includes through our memberships, such as those in Energy Networks Australia, the Australian Pipeline and Gas Association, Bioenergy Australia, the Centre for New Energy Technologies, Victorian Bioenergy Networks, SAH2H Hydrogen Technology Cluster, the Future Fuels Cooperative Research Centre and the Australian Hydrogen Council. In addition, we: <ul style="list-style-type: none"> <li>Presented at more than 36 external conferences</li> <li>Hosted more than 90 tours of HyP SA and HyHome reaching over 1,100 visitors</li> <li>Sponsored schools in Queensland, Victoria and South Australia to participate in the Hydrogen Grand Prix</li> <li>Published a detailed study outlining the high potential for biomethane supply proximal to our distribution networks</li> </ul>	






## 11 Sustainable Cities and Communities

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

AGIG Target	Comment on Progress in 2024	Progress to Target
We will implement and track our first RAP with an aim to progress to an "Innovate" RAP by end-2025.	We are progressing towards our Innovate RAP in 2025, with all of our Reflect RAP actions completed by end-2024.	 50% complete
We will invest in the community through our Community Partnerships Program (CPP).	During 2024 we invested \$0.5 million and 825.5 volunteer hours through our CPP. We placed 12th in Australia's GoodCompany Awards, up from 16 <sup>th</sup> in 2023.	
We will track and improve employee update of the AGIG Volunteer Program.	In 2024, our staff volunteered for 825.5 hours, an increase of 155.5 hours or 23.2% when compared to 2023.	
We will review our environmental footprint with a view to setting biodiversity targets by end-2025.	In 2024, we undertook a preliminary assessment of requirements under the Task-force for Nature-related Financial Disclosures. This provided a high-level summary of AGIG's current biodiversity impact and will assist in setting targets in 2025.	 40% complete

## 12 Responsible Consumption and Production


Ensure sustainable consumption and production patterns

AGIG Target	Comment on Progress in 2024	Progress to Target
We will deliver on our Sustainable Procurement Statement.	In 2024, 99% of our suppliers were Australian based.	
We will include assessment of ESG criteria as part of our procurement processes by end-2024	Target achieved. During 2024, we established processes to capture ESG information for procurement.	 100% complete
We will track and report expenditure with Indigenous businesses with a view of establishing targeted partnerships with organisations that support Indigenous communities by end-2026.	This is a new target approved in 2024 for delivery in future years.	 New
We will identify and collect data on types of waste across all businesses by end-2024	Target achieved. In 2024, we developed reporting methodology to identify and collect waste types across the business.	 100% complete
We will track and report on types of waste with a view to setting reduction targets by end-2026.	This is a new target approved in 2024 for delivery in future years.	 New




## 13 Climate Action

### Take urgent action to combat climate change and its impacts

AGIG Target	Comment on Progress in 2024	Progress to Target
We will target renewable and carbon-neutral gas production (by AGIG or third parties) connected to our distribution networks, equivalent to 10% (by volume) in these networks by 2030. <sup>3</sup>	<p>Progress against this target includes consideration of achievements across regulatory, policy, engagement and projects.</p> <p>In 2024 we achieved an Australian first, delivering up to a 10% volume blend of renewable gas in natural gas reaching around 4,000 homes and businesses at our HyP SA project.</p> <p>In addition to progressing AGIG's projects (as listed against our target to <i>invest in significant new renewable gas projects for supply to our customers</i>), we also worked with government and industry to encourage supply of renewable gas in our networks. This includes various publicly available submissions to state and federal governments calling for supportive policy to incentivise the production and supply of renewable gas into networks including project funding, supply incentives and a fast-tracked guarantee of origin scheme.</p> <p>Noteworthy milestones include:</p> <ul style="list-style-type: none"> <li>February 2024: Published an Interconnection Policy outlining the process for renewable gas projects looking to connect to our networks</li> <li>August 2024: Contributed to the development of the Australian Pipelines and Gas Association's Code of Practice for Renewable Gas Connections</li> <li>July 2024: Published a detailed study outlining the potential for biomethane supply proximal AGIG's distribution networks</li> <li>October 2024: Announced that Mars Petcare will become the first business in Australia to voluntarily commit to the purchase of GreenPower Renewable Gas Guarantee of Origin certificates that are planned to be produced at our HyP Murray Valley facility (pending GreenPower accreditation).</li> </ul>	Early stages of delivery
We will target 100% renewable and carbon-neutral gas in our distribution networks by 2050. <sup>3</sup>	The delivery of 10% renewable gas in distribution networks (above) is a key enabler of this target. This target was developed, in line with our Net Zero Ambition to reduce the carbon intensity of the gas we transport by replacing natural gas with renewable gas. Our progress to this target will be measured on an absolute basis.	Early stages of delivery
We will target net zero emissions from our transmission and midstream assets by 2050 at the latest.	Our work in delivering our Interim Emissions Targets is a key enabler of this target. This target was developed with the ambition to achieve net zero for our operational emissions by 2050. This is challenging as a large amount of our emissions will need policy support and technology breakthroughs. Our progress to this target will be measured on an absolute basis.	Early stages of delivery
We will adopt the recommendations on climate-related financial disclosures by end-2024.	<p>Target achieved.</p> <p>The AGIG 2024 Sustainability report outlines our requirements under the now disbanded Taskforce on Financial-related Climate Disclosures (TCFD) framework, in preparation for the Australian Sustainability Reporting Standards (ASRS) requirements in 2025. Our Sustainability Reporting will continue to evolve in line with Australian Climate Reporting Legislation and this target will no longer be tracked.</p>	

<sup>3</sup> Note this target has been reworded to better reflect our focus areas, whilst maintaining the intent of the previous wording.



An aerial photograph showing a multi-lane highway interchange. To the left of the highway, there is a residential neighborhood with houses and trees. Further left, there are large industrial buildings and parking lots. The highway has several lanes in both directions, with some vehicles visible. The background shows a mix of greenery and urban development.

“...HyP Murray Valley is an exciting project for the innovation and future development of green hydrogen, not only for our region but for our nation”.

Helen Haines  
Federal Member for Indi

# Governance

---

AGIG is committed to maintaining strong governance frameworks, as the foundation to effective management, a positive corporate environment, sustainable business development and creating shareholder value.

## 2024 Key Outcomes



**36% Female Representation**  
in our workforce



**100% of Reflect RAP actions completed**



**Completed gender pay gap analysis**

## Associated Targets

### 05 Gender Equity

We will target 40 % female representation in our senior leaders category by end-2030

We will conduct gender pay gap analysis by end-2024 [completed in 2024]

### 08 Decent Work and Economic Growth

We will deliver on commitments made in our Modern Slavery Statement

### 11 Sustainable Cities and Communities

We will implement and track our first RAP with an aim to progress to an “Innovate” RAP by end-2025

### 12 Responsible Consumption and Production

We will deliver on our Sustainable Procurement Statement

Progress against these targets can be found on pages 22-26.

# Corporate Governance

AGIG is committed to maintaining strong governance frameworks as the foundation to effective management, a positive corporate environment, sustainable business development and creating shareholder value.

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

The Boards are supported by sub-committees comprising ESG, Audit, and Risk and Compliance Committees that make key recommendations on business decisions, including risk management.

The Boards are responsible for shaping and monitoring the corporate culture, and setting long-term strategic objectives and policies – this includes ESG performance.

AGIG's corporate governance principles and practices emphasise quality Boards, sound internal controls and transparency and accountability.

## Key Corporate Policies and Plans

AGIG's key corporate policies and plans support the focus to provide clear and transparent disclosures and maintain robust corporate governance to supporting the long-term interests of our stakeholders, our people and the communities in which we operate.

[AGIG Zero Harm Principles](#)

[Business Continuity Policy](#)

[Cyber Incident and Security Management Policy](#)

[Diversity Equity and Inclusion Policy](#)

[Education Assistance Policy](#)

[Emergency and Crisis Management Plans](#)

[Environment Policy](#)

[Equal Employment Opportunity Policy](#)

[Fitness for Work Policy](#)

[Flexible Work Policy](#)

[Fraud, Corruption, Misconduct Prevention and Whistleblowing Policy](#)

[Health and Safety Policy](#)

[Just Culture Policy and Protocol](#)

[Privacy Policy](#)

[Risk Management Policy](#)

[Respectful Workplace Policy](#)

[Supplier Code of Conduct](#)

[Sustainable Procurement Standard](#)

[Workplace Grievance Policy](#)

**Further detail is provided in our 2024 Data Book.**



Figure 1: AGIG Governance Structure, Highlighting Embedded ESG Governance

## Cyber Security

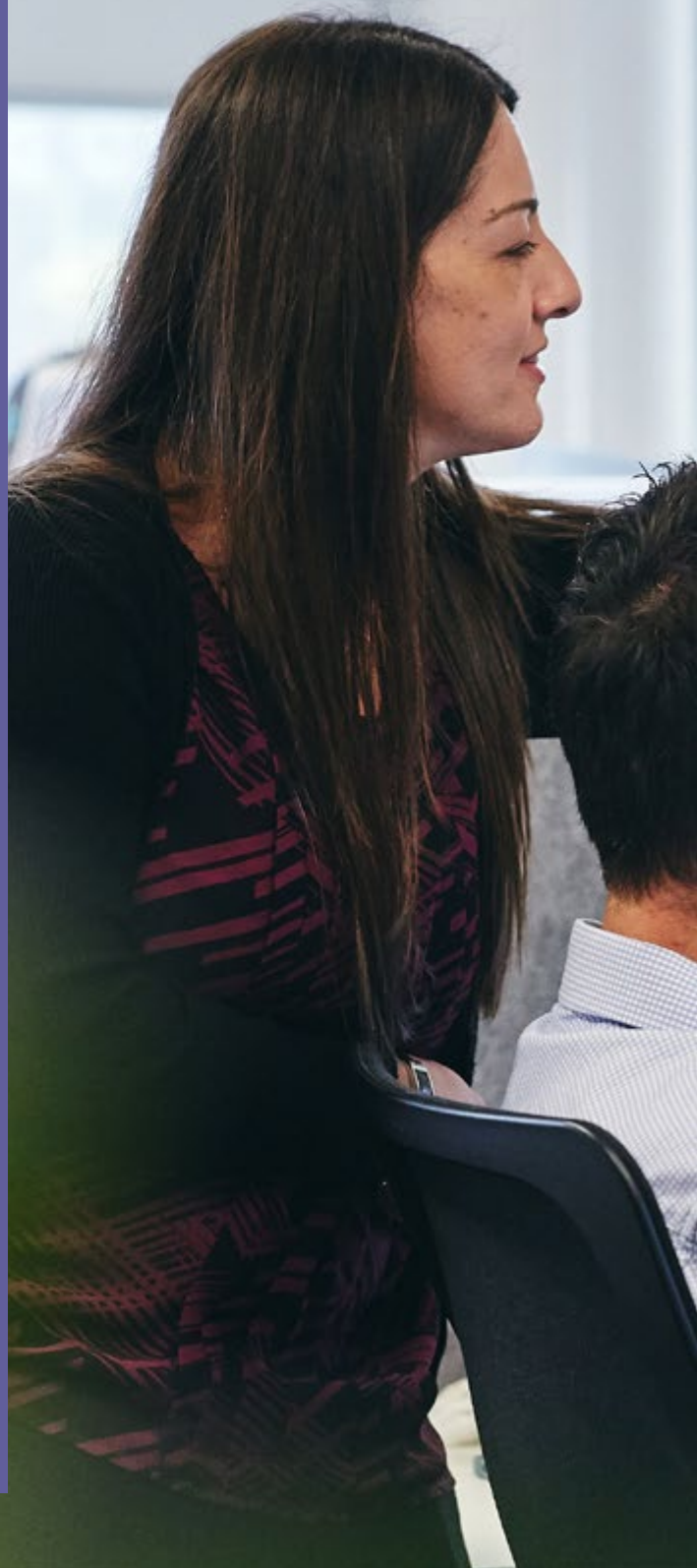
AGIG understands the critical importance of managing cyber security risks related to the operation of assets critical to our customers and the wider Australian community.

Cyber security risk management is an integral part of our overall Risk Management Strategy and our ESG Governance.

The AGIG Cyber Security team continues to operate a holistic program of activities, including regular cyber security awareness and training of our staff, cyber security testing of our technology environments, cyber incident response testing and ongoing testing and uplift of cyber security controls.



Figure 2: Cyber Security Strategy - Objectives



To ensure our employees' preparedness, we provide comprehensive annual cyber awareness training and conduct regular phishing simulations to maintain their vigilance and adaptability in the ever-evolving cybersecurity landscape.

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



#### **Operations**

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

---



#### **Compliance**

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

---



#### **Assurance and Testing**

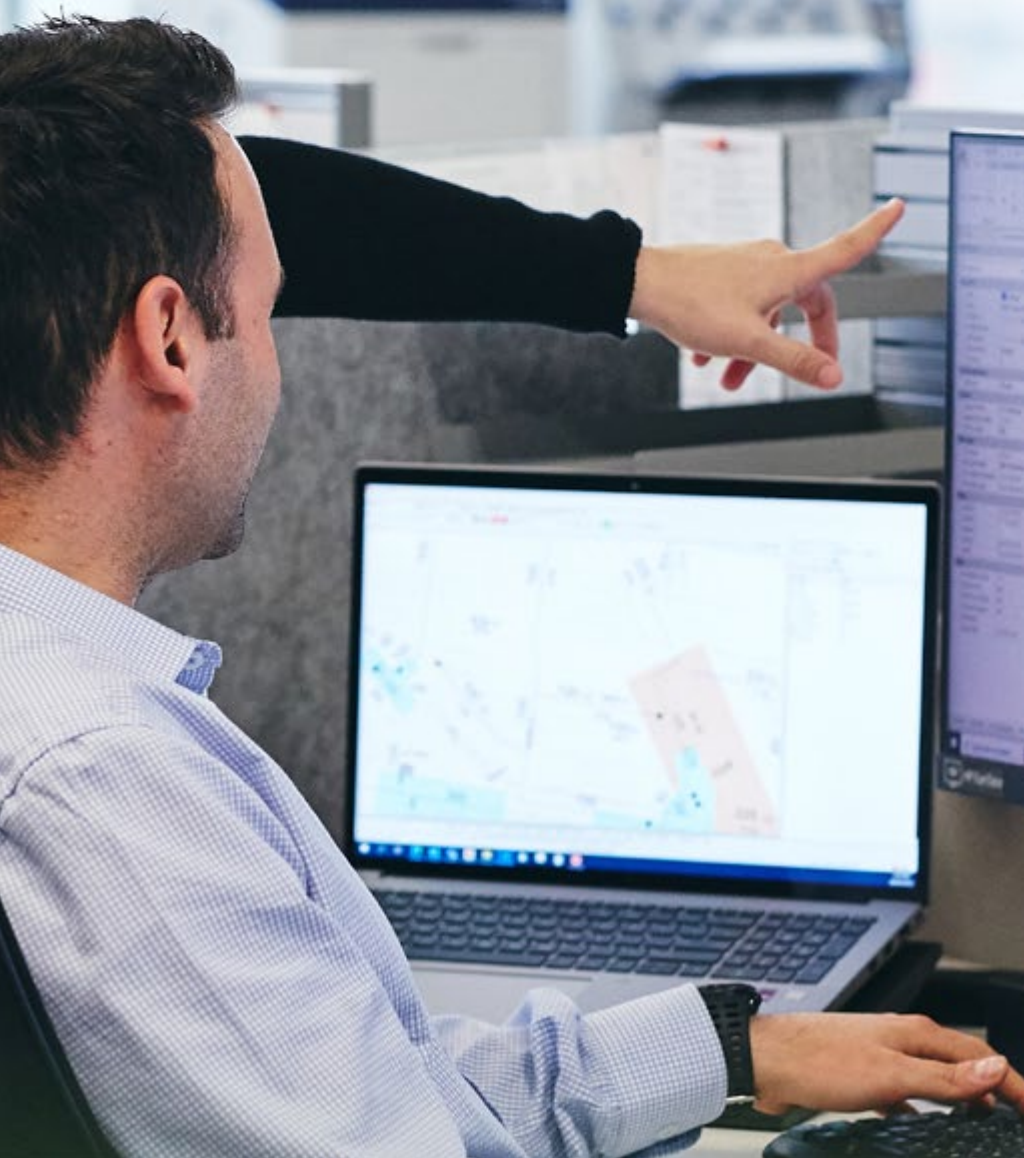
Measure, govern and assure an ongoing approach to assessing cyber security capabilities across AGIG to ensure risk is appropriately managed.

---



#### **Uplift Program**

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





# Sustainability Governance

Within our corporate governance environment, AGIG's sustainability governance structure provides a strong foundation for developing and delivering our ESG Strategy and targets. This is embedded at all levels of AGIG, including the Board, ESG Committee and ELT.

As outlined in Figure 1, the ESG Committees have an overarching role in supporting the Board on matters of sustainability and oversees and monitors our progress against the ESG Strategy and targets. The Committees also endorse the ESG and Emissions Strategies and targets ahead of approval by the Boards.

For further information on AGIG's Emissions Strategy, please refer to our Sustainability Report.

## ESG Strategy

Our corporate Vision and Strategic Pillars were updated in 2024 to better reflect our organisation today and how we want to contribute to the future.

Our Vision is clear: to deliver infrastructure essential to a sustainable energy future, and our strategic pillars of Customer Focussed, A Leading Employer, Operational Excellence and Sustainable Communities outline what we must do to achieve our Vision.

Establishing our Sustainable Communities pillar highlights the focus of the business on key ESG matters, specifically: enabling net-zero, being environmentally focussed and being socially responsible.

Our ESG Strategy provides further governance on the delivery of the Sustainable Communities pillar, our strategy guides the focus areas for the business and assists in setting appropriate environmental, social and governance targets.

## Reporting and Disclosure Frameworks

AGIG's ESG Report is aligned to seven UN SDGs where we can have the most influence. Within these SDGs we have 22 targets set for short and longer-term reporting dates.

In 2022 we began reporting in accordance with the Global Reporting Initiative (GRI) Universal Standards and where the information is available to the GRI 11: Oil and Gas Sector Standards.

Our ESG data metrics by entity and GRI reporting can be found in our ESG Data Book. Information relating to climate reporting can be found in our Sustainability Report.





Figure 3: ESG Strategy

## 2024 Materiality Assessment

Our Materiality Assessment is a key annual process to ensuring our ESG targets focus on areas where we can have the most influence.

The 2024 Materiality Assessment identified the need to replace four of our six maturing targets with appropriate targets for future years within the same UN SDGs. The completed and replacement targets are outlined below.

### Existing Target Delivered in 2024

We will conduct a gender pay gap analysis by end-2024.

We will adopt the recommendations on climate-related financial disclosures by end-2024.

We will develop a Diversity and Inclusion Program to support our Diversity, Equity and Inclusion (DEI) Policy and plan and support a more inclusive workplace by end-2024.

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

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

We will identify and collect data on types of waste across all businesses by end-2024.

### Replacement Target for 2025

No replacement target implemented.

Our Materiality Assessment indicated we had matured in this area and our gender pay gap is managed as part of our remuneration framework.

No replacement target implemented.

Our inaugural Sustainability Report addresses this target on an ongoing basis via climate-related reporting.

We will report on our DEI Program through our Engagement Plan actions, with a view to reviewing and updating our DEI Engagement Plan by end-2026.

We will track and report our material scope 3 emission categories, with a view of setting measurable targets by end-2027.

We will track and report expenditure with Indigenous businesses with a view of establishing targeted partnerships with organisations that support Indigenous communities by end-2026.

We will track and report on types of waste with a view to setting a reduction target by end-2026.

## Addressing the Gender Pay Gap

AGIG is committed to achieving gender equity across the business. Early in 2024, we completed an independent gender pay gap analysis using the AGIG Remuneration Framework, completing our ESG target under UN SDG 05.

This analysis, along with the Workplace Gender Equality Agency (WGEA) annual gender pay gap results, identified areas where we were performing well compared to comparison groups – such as our paid parental leave policies, analysis of remuneration gaps, collection and reporting on sexual harassment claims and setting of gender targets – as well as key areas for improvement:

- More female participation in our workforce
- More female participation in senior leadership roles
- Opportunities to review current attraction, recruitment, retention and promotion processes
- Opportunities to explore work types and care responsibilities, including parental leave entitlements

We have used these identified areas of improvement to inform key actions for the business in 2025. These actions complement our DEI Plan and associated targets – further information on page 43.

We will continue to address and transparently report our gender pay gap through the WGEA framework.

 5 Gender Equality

## AGIG's average total remuneration WGEA Gender Pay Gap

**28.1%**  
(in 2023)



**23.3%**  
(in 2024)

## AGIG's median total remuneration Gender Pay Gap

**31.2%**  
(in 2023)



**27.3%**  
(in 2024)

**Average workforce tenure 7.6 years**

**6% of staff on part-time arrangements  
25 females and 3 males**



## Case Study

# Workplace Gender Equality Agency Reporting

Under the Workplace Gender Equality Act 2012 (Cth) employers with more than 100 employees must report on their gender pay gap to the WGEA.

In 2024, WGEA reporting identified that AGIG has a gender pay gap of 23 %, a decrease when compared to 28 % in 2023. Whilst this trend is positive, AGIG recognises further work is required and is committed to reducing our gender pay gap, including through our gender targets as outlined on pages 22-26.

WGEA use the following calculation to demonstrate the Gender Pay Gap within organisations:

### Gender Pay Gap =

$$\left( \frac{\text{Average men remuneration} - \text{average women remuneration}}{\text{Average men remuneration}} \right) \times 100$$

It is important to note that equal pay is not the same as the gender pay gap. The gender pay gap can be caused by a range of factors, including (but not limited to):

- More men in leadership roles, and more women in junior roles
- Unequal participation in part-time work
- More men in higher-paid roles, and women in lower-paid job
- High rates of lower-paid part-time work for women

## Reflect Reconciliation Action Plan (RAP)

AGIG is committed to facilitating our reconciliation journey with First Nations peoples. Following the release of our first RAP, referred to as our Reflect RAP, we are proud to have achieved 100% of our set targets and actions.

Our assets traverse some of the most diverse and sustaining landscapes in the world, and through our first RAP 2023–2024 we recognised 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.

A key commitment of our first RAP was to “*Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area*”. We’re pleased to launch the AGIG Ngurra Portal, developed in collaboration with Winyama, a Supply Nation Certified, Indigenous-owned and predominantly operated geospatial and cloud consultancy.

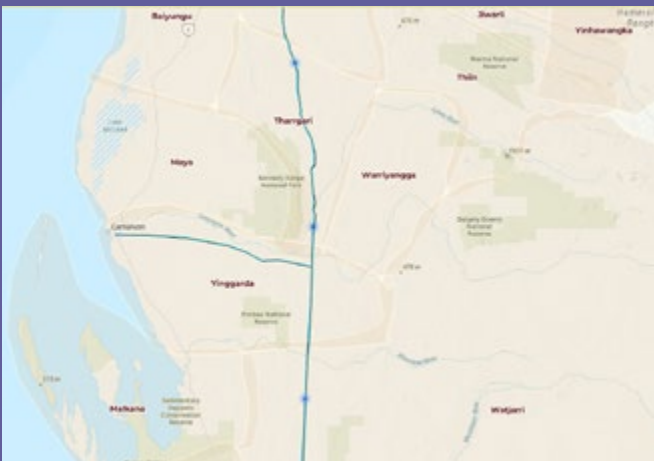
The Ngurra Portal is accessible to AGIG staff, serving as a foundational reference to gain a greater understanding of the First Nations communities and lands on which we operate. We encourage all staff to engage with this exciting new resource, which lays the foundation for future commitments in our next RAP.

With 100% of the commitments of our current RAP already achieved, the AGIG Reconciliation Working Group is actively developing our next RAP, further building on the progress we’ve made, consistent with our target under UN SDG11.

Our Reflect RAP can be found on the AGIG website [agig.com.au/publications](http://agig.com.au/publications).



11 Sustainable Cities and Communities



Custom developed Ngurra portal



## AGIG continues to strengthen the way we work with our suppliers and our procurement practices.

### Modern Slavery Procurement Practices

This year we have utilised two external services to assist with supplier due diligence and provide enhanced visibility into our supply chains, completing one of our targets set under UN SDG 12. These two platforms strengthen our modern slavery due diligence practices and assist with mitigating against risks.

Further information is provided in our annual Modern Slavery Statement [agig.com.au/publications](http://agig.com.au/publications).



 12 Responsible Consumption and Production



AGIG Staff attending the Reconciliation SA breakfast with special guests from Clontarf

# Social

---

AGIG is committed to delivering for its people, communities and customers. This includes a focus on the impact AGIG is making across diversity, equity and inclusion, health and wellbeing, and community partnerships.

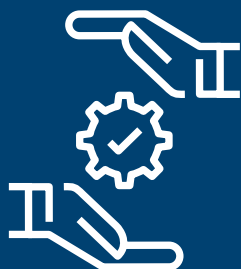
## 2024 Key Outcomes



Total Recordable Injury Frequency Rate has **decreased to 2.4 from 4.3 2023**



**Australian Pipeline and Gas Association (APGA) 2024 APGA Safety Award** for AGIG's Underground Asset Locating



**Supported 76 customers** through our Priority Services Program

## Associated Targets

### 05 Gender Equity

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

### 07 Affordable and Clean Energy

We will support customers in vulnerable circumstances

### 08 Decent Work and Economic Growth

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

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

We will report on our DEI Programs through our Engagement Plan actions, with a view to reviewing and updated our DEI Engagement Plan by end-2026 (new target)

We will develop a Graduate Program by end-2025

### 11 Sustainable Cities and Communities

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

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

### 12 Responsible Consumption and Production

We will include assessment of ESG criteria as part of our procurement processes by end-2024 (target achieved in 2024)

We will track and report expenditure with Indigenous businesses with a view of establishing targeted partnerships with organisations that support Indigenous communities by end-2026 (new target)

Progress against these targets can be found on pages 22-26.



# Diversity, Equity and Inclusion (DEI)

We appreciate that fulfilling our commitment to diversity, equity and inclusion will not only make a difference to our employees but will also support our organisation to reach our Vision.

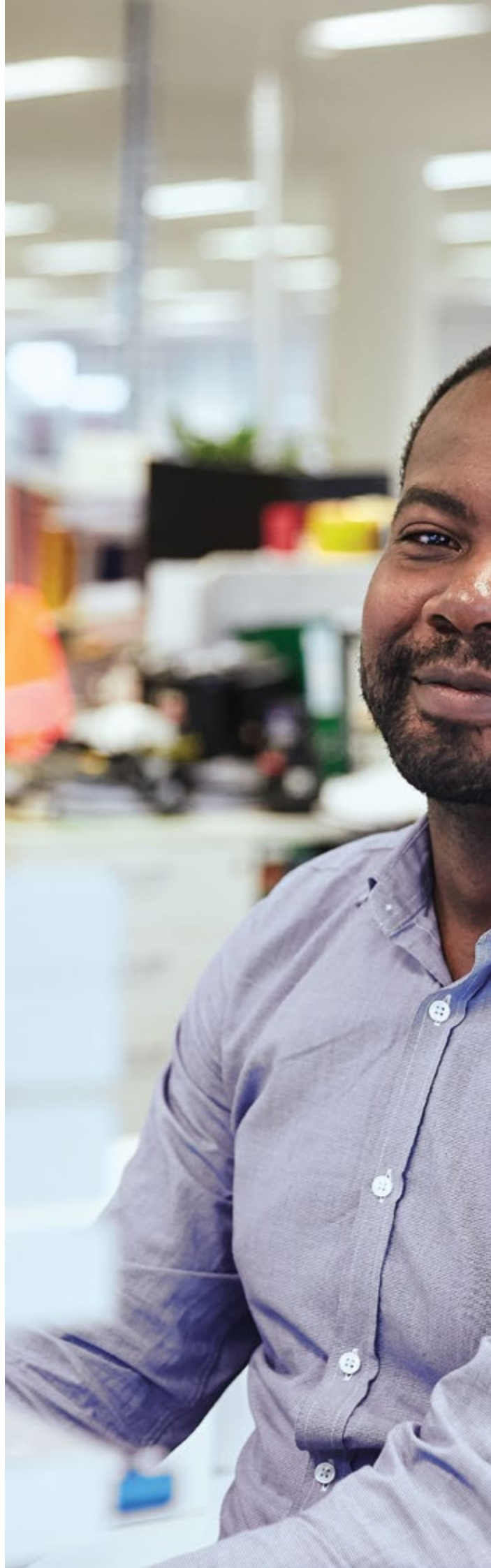
In June 2024, we proudly launched our DEI Engagement Plan (the Plan) for the 2024 to 2026 period, as well as the supporting Policy, achieving a key target under UN SDG 8. Our focus now shifts to delivering the initiatives and targets outlined in the Plan.



2024 South Australian Premier's Awards Finalist for Health and Safety, Wellbeing and Inclusion – Energy for our Diversity, Equity and Inclusion Plan



AGIG is proud to be accredited as an Inclusive Employer 2023 – 2024





## Case Study

# 2024 – 2026 Diversity, Equity, and Inclusion Engagement Plan

The ambition of the Plan and Policy is to make a meaningful difference to our employee experience, underpinned by our commitment and care for our people, through setting targets and tracking our progress against areas requiring improvement. The Plan highlights our priority initiatives and ensures we facilitate a culturally safe, respectful, and inclusive place at work. Our Plan commits to four focus areas that underpin our overarching commitment and care for our people:

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

Focus areas were shaped from AGIG's first Diversity and Inclusion Strategy and Plan (released in 2022), insights from annual employee engagement survey results and feedback, along with the launch of AGIG's Reflect RAP.

To track our progress against these initiatives we have formed a DEI Working Group, which is made up of representatives from across AGIG teams. You can find the full Plan and our targets on our website: [agig.com.au/publications](https://agig.com.au/publications).



# Health and Wellbeing

AGIG is committed to the health, safety and wellbeing of our people and achieving Zero Harm across our business.

In 2024, AGIG rolled out our Safety Plan initiatives with an aim to reduce risks to our employees through greater training and improved practices. We also continue to focus on reducing incident and injury risks.

Over the course of the year, our incident rates continued to decrease, and we ended the year with some of the lowest rates ever achieved for both our Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) which decreased from 2.1 to 0.7. This represents an outstanding safety effort resulting from the implementation of both AGIG-wide and business-specific safety leading initiatives driving a positive safety culture.

For many years, our Health Safety and Environment (HSE) team has developed a 'Health and Wellbeing' calendar for staff, promoting and encouraging action on important health initiatives.

In 2024, we extended this offering to broaden the focus and coverage. The new Wellbeing and Inclusion calendar supports the positive wellbeing of our staff, recognising and celebrating initiatives that promote wellness, diversity and connection across our business. Each month has a dedicated focus with 'other observance dates' that provide an opportunity to dedicate time and awareness to common health, wellbeing and cultural activities.

'I love my TradeMutt shirt and want to embody the message it represents in my day to day in the field.'

**Ryan, Project Information Communication Technology Specialist - pictured above right**



### Case Study

## R U Ok? Day TradeMutt Shirts

Our Wellbeing and Inclusion focus during September 2024 was R U OK? Day with national events held across AGIG offices.

R U OK? Is a national suicide prevention charity that encourages people to stay connected and have conversations that may help others through a difficult time.

As part of our events, AGIG hosted Shannen Cooper from TradeMutt to launch the official AGIG TradeMutt Conversation Starter shirt. TradeMutt is a social enterprise workwear company which create funky, eye-catching workwear designed to start conversations about mental health making an invisible issue impossible to ignore.

Staff were provided access to AGIG Conversation Starter Shirts which were worn in force at our events, and continue to be worn across our sites, reminding us to keep conversations on mental health going.



### Case Study

## Culture Coaches

This year AGIG launched the AGIG Organisational Culture Survey (Culture Survey) replacing our existing Employee Engagement and Alignment Survey.

The Culture Survey is a more targeted and comprehensive employee experience study, diving below the surface level of engagement and alignment and explores deeper causal factors.

The survey results informed leaders with:

- Where the culture of the business is at
- Areas which require greater attention in 2025-2026
- Actions that can be rolled out across the business, individual functions, as well as teams

To fully engage our staff and embed the importance of culture, we established a group of self-appointed 'Culture Coaches'. This broad range of individuals act as advocates for AGIG's positive culture, as well as supporting the dissemination of information, survey results and facilitating action planning sessions.

Congregating from all offices across the country, our Culture Coaches spent two days together understanding and interpreting survey feedback.



### Case Study

## Underground Asset Locating

Given the inherent nature of assets being underground, crews cannot rely on sight as an indicator – meaning the need for thorough surveying and risk management is required before ground penetration. Our Underground Asset Locating focuses solely on strengthening the controls in place to reduce underground gas asset strikes.

For our distribution assets, the root cause of many underground asset strikes can be attributed to a lack of effective locating, as well as relying on assumptions.

To reduce distribution asset strikes, AGIG focussed on opportunities to strengthen safety controls including:

1. Building a Positive Workplace Culture
2. Field Engagements
3. Technical Training
4. Locating Tools and Equipment

The Australian Pipelines and Gas Association awarded AGIG the national Safety Award 2024 for our work in enhancing the safety of the pipeline industry and its personnel.

# Social Impact

AGIG supports our community in a variety of ways – through volunteering and in-kind support, donation dollar-matching, and supporting our most vulnerable customers through dedicated programs. We also seek to ensure our supply chain considers ESG measures through our procurement processes. In this section we detail the contributions our people make to the communities they work and live in.

## Community Partnerships Program (CPP)

In 2024, our CPP entered its fourth year of operation, and continued to grow with momentum. This program demonstrates our commitment to being a socially and environmentally responsible business.

As the program matures, we continue to proudly support a variety of community, grassroots, and not-for-profit organisations across Australia through both funding and in-kind by way of staff volunteering.

During 2024, AGIG employees were offered two days paid Volunteer Leave where they were encouraged to take time out of their working day to support local charities, communities and non-for-profit organisations. Volunteering is an important part of our program not only for our communities, but also for our people. Our people are passionate about giving back, and in 2024 they volunteered approximately 825.5 hours.

Our Program focuses on four key areas of investment: supporting those experiencing vulnerable situations, promoting diversity and inclusion, education and supporting local communities to prosper. We offer three tiers of partnerships which includes our Flagship, Community and Staff Partnerships.

The impact this program has on our community was recognised publicly, with AGIG placing 12<sup>th</sup> in this year's GoodCompany Awards: Top 40 Good Companies, up from 16<sup>th</sup> in 2023.

In 2024, we delivered our inaugural Community Impact Report, transparently reporting on the influence and impact our CPP has on the communities we work and live in.



## Community Impact

Over the course of 2024, our CPP has created positive impact and change in our community through:

**More than \$99,000 raised for more than 60 Australian charities through staff donations and fundraising, and together with AGIG's dollar matching, a 83% increase from 2023**

**More than 100 not-for-profit and community organisations supported collectively**

**263,104 Australians in need supported through Foodbank Western Australia, Foodbank South Australia and Foodbank Victoria in 2024**

Further detail is provided in our 2024 Community Impact Report on our website.



## Journey to the Pilbara

Through our CPP, AGIG's Strategy Manager, Owen, was fortunate enough to join one of our Flagship Partners, Clontarf Foundation, for a three-day Pilbara experience. Over three days in September, Owen along with 20 boys from the Karratha, Port Hedland, and Newman Clontarf Academies, and other industry partners, saw firsthand the great work Clontarf is doing in regional and remote areas.

Participants spent time camping, connecting and sharing experiences, whilst exploring the ancient Karijini National Park.

Owen said, *"It was an unforgettable experience and a great opportunity to see firsthand the impact of our Community Partnerships Program in regional Australia – thank you AGIG"*.

The Clontarf Foundation helps improve the education, discipline, life skills, self-esteem and employment prospects of young Aboriginal and Torres Strait Islander men to equip them to participate more meaningfully in society. After the men finish school, the Clontarf Foundation supports them in finding jobs and adjusting to their new roles. This experience showed firsthand just how much of a difference the Clontarf Foundation is making. We're proud to have them as a Flagship Partner.



11 Sustainable Cities and Communities

### Case Study

**"This experience showed firsthand just how much of a difference the Clontarf Foundation is making."**

Owen trekking through Hancock Gorge in the Karijini National Park



## Case Study

# Girls from Oz Choir

In 2024 we funded nine Indigenous female students from La Grange Remote Community School in Bidyadanga, Western Australia, to take part in the Girls from Oz program.

Over the year, four *Girls from Oz* Community Programs were delivered at La Grange Remote Community School followed by an end-of-year Travel Program for 31 *Girls from Oz* participants from across Australia, including these nine students.

The students attended the 21st *Girls from Oz* Travel Program where they travelled to Sydney for a week of immersive performing arts programming in addition to educational and vocational opportunities. The program culminated with the students performing alongside the Australian Girls Choir at the Sydney Opera House.

Since 2007, Girls from Oz has engaged over 4000 girls who have reaped the benefits of their work.



11 Sustainable Cities and Communities

## ESG in Procurement Processes

In 2024, we developed processes enabling the capture of ESG information as part of our procurement processes for major contracts, satisfying one of our targets under UN SDG 12. Key processes implemented include:

- Referencing ESG in our contracts process, advising contractors of AGIG's ESG goals and asking for reporting aligned with several key ESG criteria
- Obtaining membership to Supply Nation, Australia's largest database of Indigenous businesses, facilitating assessment of our indigenous spend

Tracking and considering this information for major projects is an important first step, after which we will consider these processes for all new procurement contracts in the future.



12 Responsible Consumption and Production



### Priority Services Program (PSP) Victoria

AGIG is committed to supporting customers in vulnerable circumstances. Following the success of our South Australian and Queensland PSP, in 2024 we launched our PSP in Victoria.

Similar to the South Australian and Queensland programs, our Victorian Program supports customers experiencing vulnerability by providing free gas appliance safety checks and repairs, along with a higher level of customer care and field support. Eligible customers have access to a dedicated Customer Care team to help provide them with access to additional support and services.

Since our PSP launched through to the end of 2024, we have supported over 124 customers, with 76 customers supported in 2024 alone.

In 2024, our PSP was titled 'Customer Impact Service Champion' for the Customer Service Institute of Australia's 2024 Customer Service Project of the Year Award.

*"Thank you for all you have done for me, I have no other words than thank you. You have given my family warmth at a time where we were likely to go without during winter."*

*"Thank you so much for your help with my friend Rita\*. She suffers a lot from anxiety and stress, and she was a bit of a mess because despite the fact that she asked for pensioner discount it was still over \$3000 and they wanted a deposit there and then, she is 78.*

*She is in such a fluster of thankfulness. All I can do is say thank you for your assistance."*

\*Name changed for privacy reasons



7 Affordable and Clean Energy

Since the PSP launched through to the end of 2024, we have supported over **124** customers, with **76** customers supported in 2024 alone.

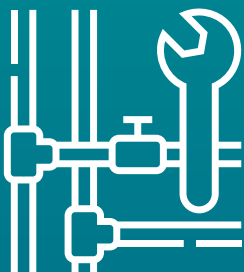


# Environmental

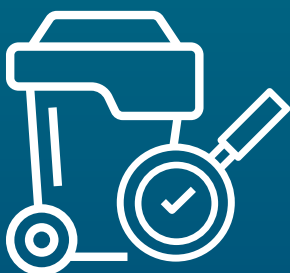
---

AGIG is committed to enabling a net zero future for Australia. This includes through our Net Zero Ambition and our impact on emissions, the renewable energy transition and the environment.

## 2024 Key Outcomes



**364 Kilometres of Older Generation Gas Mains Replaced** with next generation pipeline, reducing leaks and enabling renewable gas



**Completed Our Waste Identification and Collection Project**



**Broke Ground at HyP Murray Valley** our third renewable hydrogen production project

## Associated Targets

### 07 Affordable and Clean Energy

We will facilitate investment in significant new renewable and carbon-neutral gas projects for supply to our customers

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

We will undertake a materiality assessment on our scope 3 emissions to enable us to set a reporting target by end-2024 (target achieved in 2024)

We will track and report our material scope 3 emission categories, with a view of setting measurable targets by end-2027 (new target)

### 09 Industry, Innovation and Infrastructure

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

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

### 11 Sustainable Cities and Communities

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

### 12 Responsible Consumption and Production

We will identify and collect data on types of waste across all businesses by end-2024 (target achieved in 2024)

We will track and report on types of waste with a view to setting a reduction target by end-2026 (new target)

### 13 Climate Action

We will target renewable and carbon-neutral gas production (by AGIG or third parties) connected to our distribution network, equivalent to 10 % (by volume) in these networks by 2030

We will target 100 % renewable and carbon-neutral gas in our distribution networks by 2050

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

We will adopt the recommendations on climate-related financial disclosures by end – 2024 (target achieved in 2024)

Progress against these targets can be found on pages 22-26.

# Net Zero Ambition

The science of climate change and its impacts on our natural and built environments is well recognised. Addressing climate change requires collective action across value chains. Our Net Zero Ambition is to:

- Achieve net zero emissions in our own operations
- Enable net zero for our customers

We are targeting net zero scope 1 and 2 emissions across all our operations by 2050, with an interim aim to reduce our scope 1 and 2 emissions by 30% from 2020 levels by 2030.

While the energy we deliver is not classified as a scope 1, 2, or 3 emission for AGIG, our Net Zero Ambition emphasises going beyond our direct responsibilities to support our customers in their efforts to reduce emissions.

Our Net Zero Ambition aligns with several UN SDG Targets and is detailed in our Sustainability Report.

## Achieving Net Zero Emissions in Our Activities

We measure and report on progress toward our Net Zero Ambition through a multifaceted approach that focuses on key enablers including regulation, policy, projects and engagement. While we actively drive many of these enablers, we also acknowledge that some – such as market conditions and policy developments – are outside our direct influence. Our journey is in close collaboration with customers, stakeholders, and policymakers, reinforcing our shared commitment to a net zero Australia by 2050.

Our Emissions Strategy outlines our formal approach for governance, oversight for our emissions management and reporting and assigns accountability across the business. The Strategy prioritises reducing both our footprint and that of our customers, supported by key emissions reduction projects and interim targets.

In 2024, AGIG recorded a 14% reduction in reported scope 1 and 2 emissions from 2023, equivalent to 695,908 tonnes CO<sub>2</sub>-e. Key drivers included:

- Transmission compressor efficiency improvements reducing fuel use and emissions
- Distribution mains replacement: Replacing old cast iron and early polyethylene mains with polyethylene piping, reduces leaks and therefore emissions, and has the added benefit of being able to deliver renewable hydrogen
- Re-classifying our assets to ensure accurate emissions factors are being utilised

Progress to our emissions targets in 2024 include:

- Completing a scope 3 materiality assessment
- Achieving an 18% emissions reduction from 2020, progressing toward the 30% interim target by 2030
- Advancing our goal for 100% renewable and carbon-neutral gas in distribution networks by 2050

Year-on-year emissions data is available in our 2024 Data Book. Further information on these targets can be found on the following page or in our Sustainability Report.

## Case Study

# Scope 3 Emissions Materiality Assessment

In 2024, we successfully completed a materiality assessment on our scope 3 emissions, which highlighted the following categories as being materially significant to AGIG:

- Purchased Goods and services (Category 1)
- Capital Goods (Category 2)
- Fuel and Energy Related Activities (Category 3)
- Upstream Transportation and Distribution (Category 4)
- Waste Generated in Operations (Category 5)
- Business Travel (Category 6)
- Employee Commuting (Category 7)

Work was conducted in line with the Greenhouse Gas Protocol methodology to define our operational boundary for reporting and calculate emissions.

Reporting and tracking of our scope 3 emissions will continue in the future, with a view to setting a target in 2027.



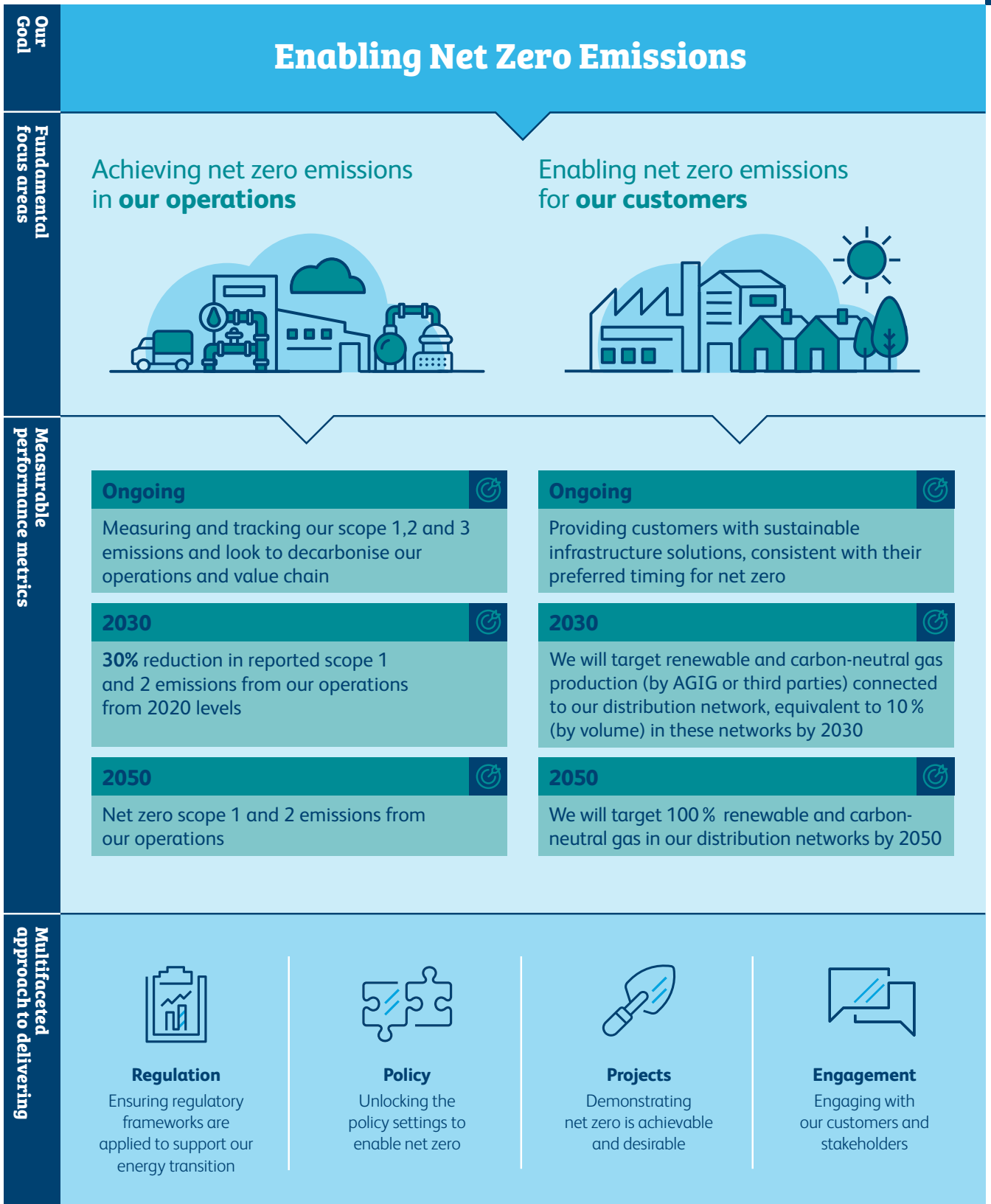


Figure 4: Our Net Zero Ambition



**METHANE GUIDING PRINCIPLES**

Since 2023, AGIG has been a signatory to the Methane Guiding Principles an initiative to share learnings, tools and transparently report on actions to reduce methane emissions globally.

Federal Assistant Minister for Climate Change and Energy, Mr Josh Wilson MP, speaking at the groundbreaking event for HyP Murray Valley

## Case Study

# Hydrogen Supporting Industrial Decarbonisation

Mars Petcare has become the first business in Australia to voluntarily commit to the purchase of GreenPower Renewable Gas Guarantee of Origin (RGGO) certificates which AGIG plan to produce from its HyP Murray Valley project (pending GreenPower accreditation).

The Scheme enables gas network connected customers, like Mars Petcare, to purchase and surrender RGGOs equivalent to their gas consumption and to then make verifiable claims that their gas use has been matched with renewable gas that was added to the gas network on their behalf.

AGIG's HyP Murray Valley, currently under construction, will be seeking accreditation from GreenPower in 2025 to produce renewable hydrogen that will be attributed to RGGOs under the scheme. Certificates will be transferred to Mars Petcare.

The agreement to sell RGGOs to Mars supports the business case for HyP Murray Valley and demonstrates a pathway for more renewable gas production projects to come online to support industrial decarbonisation.



## Enabling Net Zero Emissions for our Customers

In addition to addressing scope 1, 2 and 3 emissions from AGIG's activities, a key part of our Net Zero Ambition is supporting customers in reducing their emissions.

We advance sustainable infrastructure solutions tailored to our customers' needs and path to net zero. Our targets include distribution connected renewable and carbon-neutral gas production equivalent to 10% of the volume of gas in our distribution networks, increasing to 100% by 2050.

Progress toward our Net Zero Ambition is measured and reported through a multifaceted approach focused on key enablers, recognising that achieving success requires coordinated action across areas both within and beyond our control.



### Regulation

#### Regulatory Enabler: Advancing Regulatory Frameworks

In 2024, significant progress was made toward establishing the regulatory framework for certifying renewable and carbon-neutral gases - a vital step toward creating a market for their commercial production and use.

AGIG has been an active participant in engagement related to establishing a Guarantee of Origin (GO) scheme through the Future Made in Australia (Guarantee of Origin) Bill 2024, as well as the GreenPower Renewable Gas Certification scheme which will be utilised at our HyP Murray Valley project (pending GreenPower accreditation) to enable industrial decarbonisation.

This builds on work done in 2023 to expand the national gas regulatory framework to include hydrogen, biomethane, and other renewable gases.

We also contributed to the foundational Code of Practice for Renewable Gas Connections, launched in 2024 by the Australian Pipelines and Gas Association. This Code standardises processes for renewable gas producers and network providers, simplifying connections and accelerating the development of renewable and carbon-neutral gases.





### Policy Enabler: Advocating for Policy Settings

We actively advocate for enhanced policy certainty and investor confidence in the essential role of gas to support our customers pathway to reach net zero.

Through 30 submissions to various government-led processes, we highlighted how it makes sense using existing energy infrastructure to meet carbon reduction goals and the necessity for clear policy frameworks to ensure delivery.

Key Australian Government announcements in 2024 included the Future Made in Australia policy and related Federal Budget items as well as the 2024 Future Gas Strategy which reaffirmed the necessity of natural gas in Australia's energy mix through 2050 and beyond, albeit with an evolving role including renewable gases and the integration of carbon capture and storage (CCS) technologies to reduce emissions. It also proposed streamlining approval processes for gas projects to enhance responsiveness in a transitioning energy market.



### Project Enabler: Expanding Opportunities for our Customers.

We continue to explore, deliver and facilitate renewable and carbon-neutral gas projects, creating new opportunities for our customers to progress towards net zero emissions.

In March our HyP SA facility increased the renewable gas blend to up to 10%. This marked the first time a 10% (by volume) renewable hydrogen blend was delivered through an existing gas network in Australia. HyP SA has also retained its supply of 100% hydrogen to transport and industrial sectors via tube trailers throughout 2024.

In October, ground was broken at our third renewable gas facility, HyP Murray Valley, with operations targeted for late 2025; while in November, we began operating our second facility, HyP Gladstone. Also in November, AGIG was awarded a \$15 million grant from the Western Australian Government to advance a Pilbara CCS transmission project.

As a direct chemical substitute for natural gas, biomethane plays a critical role in helping our customers achieve their emissions reduction goals. In 2024, we published a detailed study highlighting significant potential for biomethane produced within a 50-kilometre radius of our distribution networks to match all or part of existing gas use in the region. Outcomes of the modelled scenarios are shown in Figure 5, with the full report available on the AGIG website.

Beyond those listed above, we have several other projects in various stages of development across Australia, and actively work with renewable gas project developers who may wish to supply hydrogen and biomethane into our networks for use by customers.



**88.3 PJ per annum**



**10,100 New Jobs**



**49% Waste Reduction**



**4.4 Mt per annum digestate**

Figure 5: Blunomy Report – Potential Biomethane Outcomes under the Policy-enabled Scenario



This Project has the potential to be a catalyst for CCS implementation in the state and a key step in reducing industrial emissions.

### Case Study

## Pilbara CCS

In November 2024, the Western Australia Government announced that, subject to customary approvals, AGIG would receive a \$15 million grant to develop a transmission pipeline for a multi-user CCS hub in the Pilbara. The pipeline will be key infrastructure to unlocking decarbonisation opportunities for a range of industrial customers in the region and has the potential to drive more CCS adoption in the state.

This Project has the potential to be a catalyst for CCS implementation in the state and a key step in reducing industrial emissions.

AGIG Chief Executive Officer Craig de Laine thanked the Western Australian government and said the announcement sends a positive signal to proponents exploring opportunities to decarbonise heavy industry.

*“We are excited to work with our large industrial customers to deliver transformational carbon reduction initiatives, and we commend the government for its vision to be a world leader in this technology through the release of its inaugural Carbon Capture and Storage plan today.”*





Since the show aired research has suggested there was a 47% increase in awareness of renewable gas for MasterChef viewers compared with non-viewers.

### Case Study

## MasterChef Australia Goes GAS-Tronomic!

The 2024 season of MasterChef Australia took a new approach to 'cooking with gas' with a world-first partnership for the hit show using renewable and carbon neutral gas in place of traditional fuels.

AGIG (through AGN), alongside Jemena, ATCO and Solstice, provided an upgrade to the MasterChef Australia kitchen, delivering carbon neutral biomethane to the set for contestants to cook with.

In another cooking evolution, the season included a hydrogen gas barbecue challenge, taking the iconic Australian pastime to the next dimension.

This campaign was aimed at raising awareness of renewable gas and showcasing its capabilities front and centre on Australia's number one entertainment show. Since the show aired research has suggested there was a 47% increase in awareness of renewable gas for MasterChef viewers compared with non-viewers.





## Engagement

### Engagement Enabler: Striving for Net Zero Together

We deliver gas to more than 2.1 million customers across every Australian mainland state and the Northern Territory, ranging from very large gas users that power the economy to households who choose to cook with gas.

We are committed to meeting customer needs by continuing to deliver natural gas to customers who need it while advancing renewable and carbon-neutral fuels as alternatives, enabling customer choice.

Our engagement efforts continue to build the awareness and understanding of our customers and stakeholders about renewable gases, consistent with our knowledge sharing target under UN SDG 9. Highlights from 2024 include:

- Presented at over 36 external conferences, with participation in more than 100 events, workshops, seminars and roundtables
- Conducted 51 tours of HyP SA, with over 730 visitors to site
- Conducted 40 tours of HyHome, with over 460 visitors to site
- Trialled 400 digital meters at selected households in the HyP SA blended gas zone
- Introduced a 100% hydrogen-powered Toyota Mirai to the Melbourne pool car fleet, reducing emissions during off-site meetings, site visits, and HyHome tours

In addition to engaging with customers, we actively work with renewable gas project developers who may wish to supply hydrogen and biomethane into our networks for use by customers. In 2024, we published a 7-step guidance for renewable gas producers on how to connect to our networks from concept to ongoing requirements.

# Environment, Biodiversity and Waste Management

AGIG recognises the importance of the environment and bio-diverse locations within which we operate, and we remain committed to working with relevant regulators and community stakeholders to ensure that our activities are conducted in a manner that minimises impacts to the environment. This includes tracking, reporting and reducing our waste.

To assist us in setting a future waste reduction target, in 2024 we undertook a project to collect and identify our types of waste from across the business, satisfying one of our targets under UN SDG 12.

Historically, parts of our business in Western Australia and Northern Territory locations have captured and reported waste effectively via a third-party waste tracking platform. This process has remained unchanged in completing this target.

Waste reporting for our other locations has been relatively immature to date, with only estimates tracked. In 2024, our Environment Team worked with our contractors and staff to begin capturing and identifying the waste produced, waste data collected fits into three broad categories, these are:

- Hazardous waste
- Non-hazardous waste
- Recycling

Our focus now shifts to tracking and reporting on waste, with consideration of setting a waste reduction target by end-2026.



## 12 Responsible Consumption and Production

# Climate-related Financial Disclosures

Our 2024 Sustainability report outlines our requirements under the now disbanded Task Force on Climate-Related Financial Disclosures (TCFD) framework. Financial disclosures will be made in line with Australian Sustainability Reporting Standards (ASRS) requirements for the 2025 year.

Available on the AGIG website, the Sustainability Report outlines our climate governance, our emissions reduction pathways and projects to deliver emission reductions. For the 2025 reporting year, AGIG will be required to report under the new ASRS. The 2024 Sustainability Report provides a good step towards compliance with ASRS, with further detail to be provided in future reports to fully comply.



## 13 Climate Action

# Appendix

## Data Book

Our inaugural Data Book provides our ESG data metrics, Global Reporting Initiative Standards Index, Key Policies and Assurance Statements.

You can access the 2024 Data Book via the below QR code.

## Basis of Preparation

Basis of Preparation (BoP) summaries provide data definitions and outline our data collection methodology. This information supports the assurance of ESG data metrics.



Please scan the QR code to see our full data suite which includes the below

## Data Tables

---

Global Reporting Initiatives Index

---

Key Corporate Policies and Plans

---

## ESG Reporting Suite

Our ESG Report is supported by a range of other corporate publications, available on our website.

- 2024 Community Impact Report
- 2024 Energy Charter Report
- 2024 Sustainability Report
- 2024 Data Book under Sustainability Report
- Diversity, Equity and Inclusion Plan
- Modern Slavery Statement
- Reflect Reconciliation Action Plan
- Sustainable Procurement Statement



## General Enquiries

### **AGIG**

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

### **AGN**

(08) 8227 1500

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

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

### **DBP**

(08) 9223 4300

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

### **MGN**

1300 887 501

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

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