PUBLIC DISCLOSURE STATEMENT

TSA GROUP

ORGANISATION CERTIFICATION (TRUE-UP REPORT)
FY 2020-21

Australian Government

Climate Active
Public Disclosure Statement

An Australian Government Initiative

NAME OF CERTIFIED ENTITY	TSA Group
REPORTING PERIOD	Financial year 1 July 2020– 30 June 2021 (True up)
DECLARATION	*To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.* 
	Francis Stockwell TSA Group Facilities Manager 12 September 2022

Australian Government

Department of Industry, Science, Energy and Resources

Version March 2022. To be used for FY20/21/CY2021 reporting onwards.

1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	3,900 tCO_2-e
OFFSETS BOUGHT	100% ACCUs
RENEWABLE ELECTRICITY	22.7%
TECHNICAL ASSESSMENT	11 July 2022 Madlen Jannaschk Cundall Next technical assessment due: N/A

Contents

2. CARBON NEUTRAL INFORMATION

Description of certification

Telco Services Australia Pty Ltd trading as TSA Group under ABN 31 106 527 422 certifies as an Organisation for their Australian business operations across their offices in Brisbane, Melbourne, Adelaide, and Perth.

Additionally, TSA included refrigerants and their Manila office into their certification boundary for Financial Year 2021.

Organisation description

TSA Group are Australian-owned CX services specialists, working with global and local brands to revolutionise the way they connect with Australians. Through CX consulting, technology innovation and outsourced contact centre solutions, TSA brings to life strategies to help brands engage with their customers in authentic, meaningful and uniquely Australian ways.

"Climate Active encompasses TSA Group's vision for a sustainable future and passion for business innovation. By being one of the first CX Service organisations to become Climate Active, we hope to lead the way within the industry, and represent the values of current and future Partners."

3. EMISSIONS BOUNDARY

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as relevant and are quantified in the carbon inventory. This may include emissions that are not identified as arising due to the operations of the certified entity, however, are **optionally included**.

Non-quantified emissions have been assessed as relevant and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Excluded emissions are those that have been assessed as not relevant to an organisation's or precinct's operations and are outside of its emissions boundary or are outside of the scope of the certification. These emissions are not part of the carbon neutral claim. Further detail is available at Appendix D.

Inside emissions boundary

Quantified

Stationary energy

Electricity

Water

Waste

Air transport

Staff commute

Taxi and Uber

Accommodation

Cleaning services

ICT services

Professional services

Food and catering

Office equipment and supplies

Freight, postage and couriers

Refrigerants

Non-quantified

N/A

Outside emission boundary

Excluded

Investments

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

Full data was not available for base building services and emissions have been partially based on estimates. TSA Group will liaise with property and facility managers to ensure more robust data is available in coming years. TSA Group will be conducting waste audits in each office to confirm waste data.

4. EMISSIONS REDUCTIONS

Emissions reduction strategy

TSA Group recognise the importance of managing and controlling environmental performance. Through regular assessment and implementing changes throughout the company, TSA intend to reduce their absolute emissions by at least 50% by 2030.

TSA developed an emissions reduction plan which covers all scope 1, 2 & 3 emissions and outlines actions for each emission source:

- **Energy Use:** Through leveraging technologies such as LED lighting, sensor-controlled lighting, energy efficient air conditioning systems and other power saving practices.
- **Water:** TSA Group are committed to continually becoming more water efficient through the following means: water restriction devices, low flush toilets, low flush or waterless urinals, regular maintenance checks to ensure proper functioning plumbing, procuring 4-star water rated products and using premises that hold a high NABERS water rating.
- **Waste:** TSA Group will continue to take a hierarchy of waste management approach when dealing with the lifecycle of equipment used by the company and for the waste produced at their sites.
- **Road Travel:** To minimize employees' reliance on fossil fuel transportation, TSA Group will endeavor to invest in technology that where permissible, allows staff to work productively from home, choose sites that are within easy access to public transport and choose sites that offer end of trip facilities to employees e.g. bike racks, change rooms, showers.
- **Air Travel:** To further reduce air travel, TSA Group will continue to invest in video conferencing.
- **Office Supplies:** Wherever feasible TSA Group will procure the most sustainable option available e.g. recycled (paper, toilet paper, paper towel), eco-friendly (cleaning products), reusable (e.g. tea towels over paper towel).
- **Catering:** TSA Group will look at reducing their emissions to do with catering by ensuring food doesn't go to waste through over ordering, provide more plant-based options, encourage reusable options e.g. mugs, glasses, water bottles, serving plates and procure the most sustainable option available e.g. recycled (serviettes, plates), compostable (coffee cups), non-plastic (wooden cutlery).

For additional information about TSA Group's Environmental Action Management Plan, please visit this site.

Emissions reduction actions

Some of the initiatives TSA has implemented over the past two years are:

- Upgrades to electrical metering with a sophisticated power monitoring software
- Upgrade of the computer fleet which will lead to significant electricity savings
- Installation of PV Systems on the office roof, where possible. A feasibility study is currently being conducted at the Troode Street, Perth office.
- Assessment of waste streams across all offices to determine if organic waste collection is possible. Organic waste collection has already been successfully implemented at head office (Troode St, Perth) since 2018.
- Introduction of a hub-and-spoke office model, where practical. Encouraging a hybrid work from home/office model reducing commute emission
- Switching to Green power at Murray St, Perth office

5. EMISSIONS SUMMARY

Use of Climate Active carbon neutral products and services

No Climate Active carbon neutral products or services were used for FY2021.

Organisation emissions summary

The previous report was a projection report using representative data to estimate the emissions for the reporting year. This table shows the differences between the projected emissions and the actual emissions recorded.

Emission category		Projected emissions (tCO2-e)	Sum of total emissions (tCO2-e)
Stationary Energy (gaseous fuels)		3.0	6.4
Electricity		1,922.0	2,494.2
Water		2.0	162.0
Waste		177.0	425.1
Transport (Land and Sea)		271.0	351.2
Taxi and Uber		5.0	-
Transport (Air)		352.0	90.0
Accommodation (Hotels)		41.0	26.5
Cleaning services		67.0	53.5
Food and catering		186.0	148.9
ICT services		1,365.0	911.1
Office equipment and supplies		69.0	166.8
Postage, courier, and freight		109.0	46.5
Professional services		103.0	192.2
Refrigerants		-	0.1
Total		**4,674.0**	**5,074.4**
Emissions for the Pririe St (SA) and Ann St Office (QLD)[1]	Electricity	- 559.0	- 1,469.0
	Water	-0.30	- 21.3
	Waste	-124.0	- 44.0
Grand total			**3,539.9**
Total net emissions		**3,991.0**	**3,539.9**
Difference between projected and actual			**Projected minus actual = 451.1 tCO_2-e**

[1] The offices in Pirie Street in SA and Ann St in QLD are owned and operated by Telstra and included within their operational boundary for Climate Active. Electricity, water and waste emissions have therefore been offset as part of Telstra's Climate Active certification.

The reason behind the true-up report being higher than the projected report is that TSA Groups Manila office was added to the inventory, reflecting in the higher electricity emissions, as well as the primary reporting method being changed from location-based to market-based.

Uplift factors

An uplift factor is an upwards adjustment to the total carbon inventory to account for relevant emissions, which can't be reasonably quantified or estimated. This conservative accounting approach helps ensure the integrity of the carbon neutral claim.

Reason for uplift factor	tCO_2-e
Overall uplift to cater for assumptions made	360
Total of all uplift factors	360
Total footprint to offset *(total net emissions from summary table + total uplifts)*	**3,900**

6. CARBON OFFSETS

Offset purchasing strategy: forward purchasing.

This document reports TSA's carbon emissions for Financial Year 2020/2021 which were used to forecast emissions for the reporting year (FY2021/22), to purchase offsets to maintain the achievement of carbon neutrality.

By the end of the reporting year, i.e. after June 2022, TSA will reconfirm all emissions that were released in FY2021/22 to make certain sufficient offsets have been purchased and retired.

Forward purchasing	
1. Total eligible offsets forward purchased and retired in last year's report	0
2. Total emissions footprint to offset for this report	3,900
3. Total eligible offsets retired and used for this report	3,900
4. Total eligible offsets forward purchased and retired for next year's report	0
5. Total eligible offsets forward purchased and retired for next year's report plus any remaining banked offsets to be carried over	3,900

Co-benefits

Duff Carbon Farming Project

The Duff Carbon Farming Project project establishes permanent native forests through assisted regeneration from in-situ seed sources (including rootstock and lignotubers) on land that was cleared of vegetation and where regrowth was suppressed for at least 10 years prior to the project having commenced.

The project provides a wide range of benefits, including an improvement of water quality in the Paroo River through changed management practices. Such a simple project activity, as shifting operational practices, has a broad impact. Notably, the flow on effect allows for improved ecosystems down river, including the Currawinya Lakes; a wetland of international Sustainable Development Goals importance.

Key co-benefits are:

- Increased biodiversity in the region
- Previous agricultural practices that caused significant suppression of native vegetation are being discontinued to allow it to regrow

- Protection of an 18km stretch of land along the banks of the Paroo River. The river is of the most pristine rivers in south west Queensland and feeds into the Ramsar wetlands of the Currawinya lakes.

North Kimberley Pastoral Lease project

The North Kimberley Pastoral Lease Carbon Abatement project is a Carbon Farming Initiative that promotes the reduction of greenhouse gas emissions through early dry season savanna burning.

The North Kimberly Pastoral Lease Carbon Abatement project neighbours properties such as Wilinggin and Wunambal which help form the North Kimberley Fire Abatement Project partnership between the Kimberley Land Council and Native Title corporations.This partnership represents the Traditional Owners responsible for looking after and managing the country in the far North West Kimberley. These projects involve Indigenous rangers conducting strategic burns on the country in the early dry season, in order to avoid and control big late-season wildfires.

By generating revenue from carbon credits, the SFM projects in the Kimberly region provide economic co-benefits to the local communities and provide further opportunities for employment.

This project also offers a large number of other environmental, social and economic co-benefits for the north Kimberley region and its local communities.

Most significantly, the land protection through savanna burning allows:

- the continuation of pioneering work undertaken in an extended dating project “An absolute timescale for the Aboriginal rock art of the Kimberley region – landscape processes and multiple chronometers”. This project has been in operation for four years and has been awarded a major Linkage Grant by the Australian Research Council with support from the Kimberley Foundation Australia.

- the continuation of Kimberley Visions, a landmark study mapping the rock art and occupational history of the Northern Kimberley.

- research to establish a series of long-duration paleo-environmental and paleo climate reconstructions for the Kimberley region spanning the last 60,000 years.

- a group of research, conservation and land management organisations to continue the trialing a major largest Cane toad mitigation strategy.

Eligible offsets retirement summary

Offsets cancelled for Climate Active Carbon Neutral Certification											
Project description	**Type of offset units**	**Registry**	**Date retired**	**Serial number (and hyperlink to registry transaction record)**	**Vintage**	**Stapled quantity**	**Eligible quantity (tCO_2-e)**	**Eligible quantity used for previous reporting periods**	**Eligible quantity banked for future reporting periods**	**Eligible quantity used for this reporting period**	**Percentage of total (%)**
Human-Induced Regeneration (HIR), Duff Carbon Farming Project, Queensland	KACCU	ANREU	17 August 2022	8,347,610,453 - 8,347,612,852 Refer to screenshot in Appendix A	2022-23	-	2,400	0	0	2,400	61%
Human-Induced Regeneration (HIR), North Kimberley Pastoral Lease project, Western Australia	KACCU	ANREU	17 August 2022	8,343,175,862 - 8,343,177,361 Refer to screenshot in Appendix A	2021-22		1,500	0	0	1,500	39%
									Total offsets retired this report and used in this report	3,900	
									Total offsets retired this report and banked for future reports	0	

Type of offset units	Quantity (used for this reporting period claim)	Percentage of total
Australian Carbon Credit Units (ACCUs)	3,900	100%

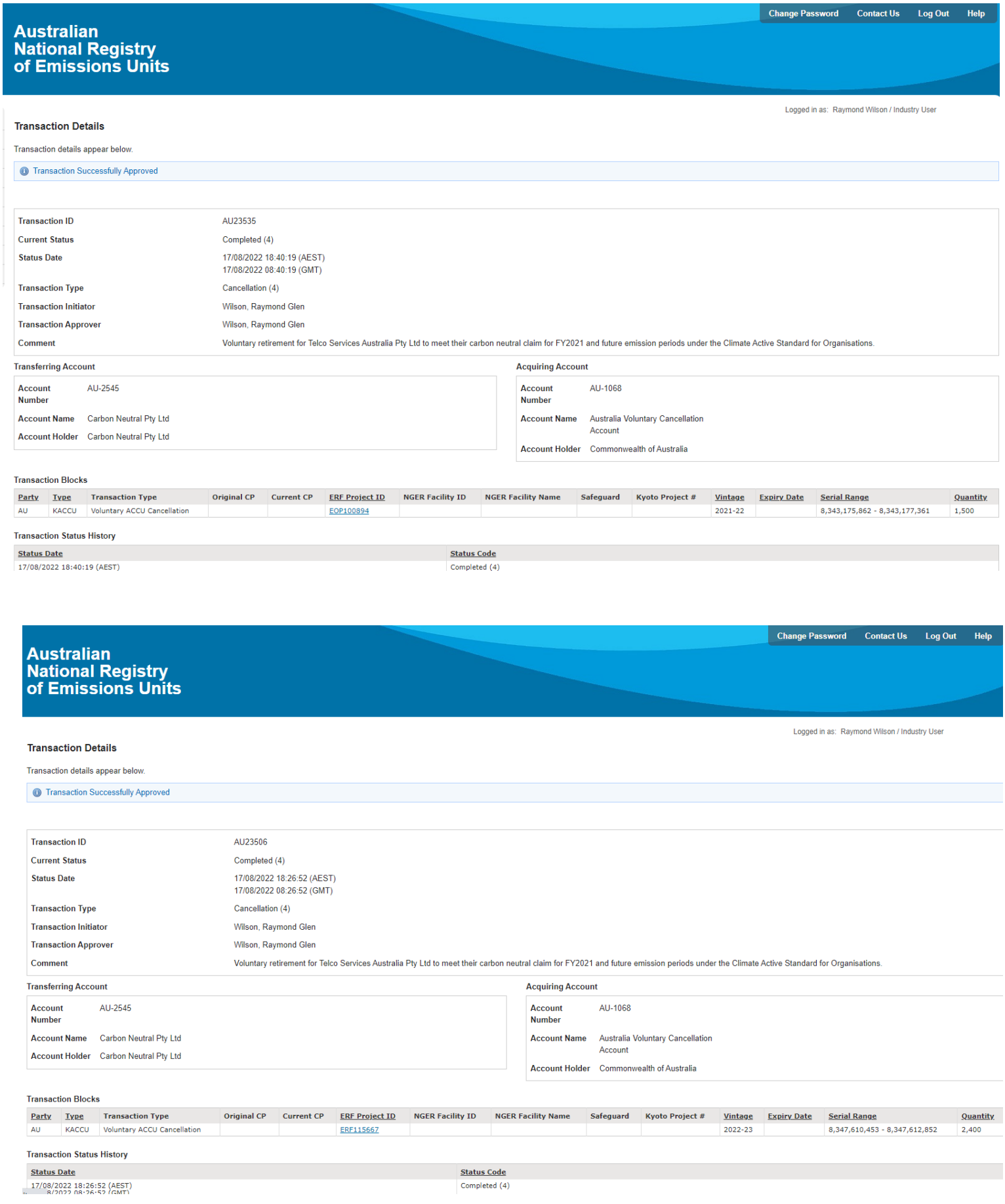
7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) summary

N/A

APPENDIX A: ADDITIONAL INFORMATION

Offset registry screenshots



Australian National Registry of Emissions Units

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Transaction Details

Transaction details appear below.

Transaction Successfully Approved

Transaction ID	AU23535
Current Status	Completed (4)
Status Date	17/08/2022 18:40:19 (AEST) 17/08/2022 08:40:19 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Wilson, Raymond Glen
Transaction Approver	Wilson, Raymond Glen
Comment	Voluntary retirement for Telco Services Australia Pty Ltd to meet their carbon neutral claim for FY2021 and future emission periods under the Climate Active Standard for Organisations.

Transferring Account

Account Number	AU-2545
Account Name	Carbon Neutral Pty Ltd
Account Holder	Carbon Neutral Pty Ltd

Acquiring Account

Account Number	AU-1068
Account Name	Australia Voluntary Cancellation Account
Account Holder	Commonwealth of Australia

Transaction Blocks

Party	Type	Transaction Type	Original CP	Current CP	ERF Project ID	NGER Facility ID	NGER Facility Name	Safeguard	Kyoto Project #	Vintage	Expiry Date	Serial Range	Quantity
AU	KACCU	Voluntary ACCU Cancellation			EOP100894					2021-22		8,343,175,862 - 8,343,177,361	1,500

Transaction Status History

Status Date	Status Code
17/08/2022 18:40:19 (AEST)	Completed (4)

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Transaction Details

Transaction details appear below.

Transaction Successfully Approved

Transaction ID	AU23506
Current Status	Completed (4)
Status Date	17/08/2022 18:26:52 (AEST) 17/08/2022 08:26:52 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Wilson, Raymond Glen
Transaction Approver	Wilson, Raymond Glen
Comment	Voluntary retirement for Telco Services Australia Pty Ltd to meet their carbon neutral claim for FY2021 and future emission periods under the Climate Active Standard for Organisations.

Transferring Account

Account Number	AU-2545
Account Name	Carbon Neutral Pty Ltd
Account Holder	Carbon Neutral Pty Ltd

Acquiring Account

Account Number	AU-1068
Account Name	Australia Voluntary Cancellation Account
Account Holder	Commonwealth of Australia

Transaction Blocks

Party	Type	Transaction Type	Original CP	Current CP	ERF Project ID	NGER Facility ID	NGER Facility Name	Safeguard	Kyoto Project #	Vintage	Expiry Date	Serial Range	Quantity
AU	KACCU	Voluntary ACCU Cancellation			ERF115667					2022-23		8,347,610,453 - 8,347,612,852	2,400

Transaction Status History

Status Date	Status Code
17/08/2022 18:26:52 (AEST) 8/2022 08:26:52 (GMT)	Completed (4)

APPENDIX B: ELECTRICITY SUMMARY

Electricity emissions are calculated using a location (Philippines office) and market-based (Australian offices) approach.

Location-based method

The location-based method provides a picture of a business's electricity emissions in the context of its location, and the emissions intensity of the electricity grid it relies on. It reflects the average emissions intensity of the electricity grid in the location (State) in which energy consumption occurs. The location-based method does not allow for any claims of renewable electricity from grid-imported electricity usage.

Market-based method

The market-based method provides a picture of a business's electricity emissions in the context of its renewable energy investments. It reflects the emissions intensity of different electricity products, markets and investments. It uses a residual mix factor (RMF) to allow for unique claims on the zero emissions attribute of renewables without double-counting.

Market Based Approach Summary

Market Based Approach	Activity Data (kWh)	Emissions (kgCO2e)	Renewable Percentage of total
Behind the meter consumption of electricity generated	122,329	0	5%
Total non-grid electricity	**122,329**	**0**	**5%**
LGC Purchased and retired (kWh) (including PPAs & Precinct LGCs)	0	0	0%
GreenPower	0	0	0%
Jurisdictional renewables (LGCs retired)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	431,235	0	18%
Residual Electricity	1,847,417	1,982,427	0%
Total grid electricity	**2,278,652**	**1,982,427**	**18%**
Total Electricity Consumed (grid + non grid)	**2,400,981**	**1,982,427**	**23%**
Electricity renewables	553,564	0	
Residual Electricity	1,847,417	1,982,427	
Exported on-site generated electricity	**0**	**0**	
Emissions (kgCO2e)		1,982,427	

Total renewables (grid and non-grid)	**23.06%**
Mandatory	**17.96%**
Voluntary	**0.00%**
Behind the meter	**5.09%**
Residual Electricity Emission Footprint (TCO2e)	**1,982**

Figures may not sum due to rounding. Renewable percentage can be above 100%

Location Based Approach Summary

Location Based Approach	Activity Data (kWh)	Scope 2 Emissions (kgCO2e)	Scope 3 Emissions (kgCO2e)
ACT	0	0	0
NSW	0	0	0
SA	960,120	412,852	86,411
Vic	88,550	86,779	9,741
Qld	850,746	689,104	102,090
NT	0	0	0
WA	379,236	257,880	7,585
Tas	0	0	0
Grid electricity (scope 2 and 3)	**2,278,652**	**1,446,615**	**205,826**
ACT	0	0	0
NSW	0	0	0
SA	0	0	0
Vic	0	0	0
Qld	0	0	0
NT	0	0	0
WA	122,329	0	0
Tas	0	0	0
Non-grid electricity (Behind the meter)	**122,329**	**0**	**0**
Total Electricity Consumed	**2,400,981**	**1,446,615**	**205,826**

Emission Footprint (TCO2e)	**1,652**
Scope 2 Emissions (TCO2e)	1447
Scope 3 Emissions (TCO2e)	206

Climate Active Carbon Neutral Electricity summary

Carbon Neutral electricity offset by Climate Active Product	Activity Data (kWh)	Emissions (kgCO2e)
N/A	**0**	**0**

Climate Active carbon neutral electricity is not renewable electricity. The emissions have been offset by another Climate Active member through their Product certification.

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following sources emissions have been assessed as relevant, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. These emissions are accounted for through an uplift factor. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

Relevant-non-quantified emission sources	(1) Immaterial	(2) Cost effective (but uplift applied)	(3) Data unavailable (but uplift applied & data plan in place)	(4) Maintenance
N/A	N/A	N/A	N/A	N/A

APPENDIX D: OUTSIDE EMISSIONS BOUNDARY

Excluded emission sources

The below emission sources have been assessed as not relevant to an organisation's or precinct's operations and are outside of its emissions boundary. These emissions are not part of the carbon neutral claim. Emission sources considered for relevance must be included within the certification boundary if they meet two of the five relevance criteria. Those which only meet one condition of the relevance test can be excluded from the certification boundary.

Emissions tested for relevance are detailed below against each of the following criteria:

1. **Size** The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions
2. **Influence** The responsible entity has the potential to influence the reduction of emissions from a particular source.
3. **Risk** The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.
4. **Stakeholders** Key stakeholders deem the emissions from a particular source are relevant.
5. **Outsourcing** The emissions are from outsourced activities previously undertaken within the organisation's boundary, or from outsourced activities typically undertaken within the boundary for comparable orgFanisations.

Emission sources tested for relevance	(1) Size	(2) Influence	(3) Risk	(4) Stakeholders	(5) Outsourcing	Included in boundary?
Investments	no	yes	no	no	no	Emissions from investments do not relate to TSA Group's operations and were therefore excluded

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