

PUBLIC DISCLOSURE STATEMENT

TSA GROUP

ORGANISATION FY2022–23 TRUE UP

Australian Government

Climate Active Public Disclosure Statement







NAME OF CERTIFIED ENTITY	TSA Group
REPORTING PERIOD	Financial year 1 July 2022 – 30 June 2023 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 21 December 2023



Public Disclosure Statement documents are prepared by the submitting organisation. The material in the Public Disclosure Statement document represents the views of the organisation and do not necessarily reflect the views of the Commonwealth. The Commonwealth does not guarantee the accuracy of the contents of the Public Disclosure Statement document and disclaims liability for any loss arising from the use of the document for any purpose.

Version August 2023.



1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	3,413 tCO ₂ -e
OFFSETS USED	100% ACCUs
RENEWABLE ELECTRICITY	Total renewables 64.64%
CARBON ACCOUNT	Prepared by: Cundall
TECHNICAL ASSESSMENT	20 August 2022 Cundall Next technical assessment due: FY2023-24 report

Contents

1.	Certification summary	3
2.	Carbon neutral information	4
3.	Emissions boundary	5
4.	Emissions reductions	7
5.	Emissions summary	9
6.	Carbon offsets	12
7. Re	enewable Energy Certificate (REC) Summary	14
Appe	endix A: Additional Information	15
Appe	endix B: Electricity summary	17
Appe	endix C: Inside emissions boundary	20
Appe	endix D: Outside emissions boundary	21



2. CARBON NEUTRAL INFORMATION

Description of certification

Telco Services Australia Pty Ltd trading as TSA Group under ABN 81 106 029 976 certifies as an Organisation for their Australian business operations across their offices in Brisbane, Melbourne, Adelaide, Perth, and Manila.

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.

TSA has applied an operational control approach to determine their emissions boundary. This certification includes their offices in Australia (Perth, Burwood, and Brisbane), as well as in the Philippines (Manila)

Legal entity name	ABN	ACN
TSA Group	81 106 029 976	



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 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** Non-quantified Stationary energy N/A Electricity Water Waste Air transport Staff commute Taxi and Uber Accommodation Cleaning services **ICT** services Professional services Food and catering Office equipment and supplies **Optionally included** Freight, postage and couriers N/A Refrigerants Working from Home

Outside emission boundary

Excluded

Investments



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, compared to their FY2020 baseline.

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), nonplastic (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
- Head office LED sensor lights installed and adjustments made to lighting control. This has reduced power consumption from lighting by 80%.
- 57% of NLA now on 100% green power
- Upgrade of the computer fleet which has led to significant electricity savings across our sites.
- Green Action Teams expanded to Manilla, meaning each location (WA, SA, Vic, Qld, PH) is represented.
- Waste audit completed to provide a snapshot of our opportunities.
- Introduction of a hub-and-spoke office model, where practical. Encouraging a hybrid work from home/office model reducing commute emissions.

The above actions will be recalibrated for the FY24 period as many of these been advanced.



5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year								
		Total tCO ₂ -e (without uplift)	Total tCO ₂ -e (with uplift)					
Base year:	2019-20	3,991	3,991					
Year 1:	2020-21	3,540	3,900					
Year 2:	2021-22	2,997	3,297					
Year 3	2022-23	3,413	3,413					

Significant changes in emissions

Emission source name	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Detailed reason for change
Electricity (market-based)	1845.7	730.8	Ann St office now has 100 % renewable energy supplied, which is a significant contributor to our energy usage. We have installed LED lights in our head office, implemented more energy efficient IT hardware and equipment company wide.
Working from Home	0	1,270.2	WHF emissions were not included in the previous year but an uplift was applied. WFH emissions are included for FY2022-23 which means an increase from zero to 1,270 t CO2e.

Use of Climate Active carbon neutral products, services, buildings or precincts

N/A



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. The electricity summary is available in the Appendix B. Electricity emissions were calculated using a location (Philippines office) and market-based (Australia's offices) approach.

Emission category	Projected emissions (tCO ₂ -e)	Sum of Scope 1 (t CO2-e)	Sum of Scope 2 (t CO2-e)	Sum of Scope 3 (t CO2-e)	Sum of total emissions (t CO ₂ -e)				
Accommodation and facilities	9.16	0.00	0.00	10.99	10.99				
Cleaning and chemicals	71.13	0.00	0.00	0.00	0.00				
Climate Active carbon neutral products and services	0.00	0.00	0.00	57.02	57.02				
Construction materials and services Electricity	0.00 2027.5	0.00	0.00	0.00 16.18	0.00 16.18				
Food	108.52	0.00	730.88	96.73	827.61				
	0.00	0.00	0.00	90.73	92.77				
Horticulture and agriculture	817.99		0.00	0.00	0.00				
ICT services and equipment		0.00							
Machinery and vehicles	0.00	0.00	0.00	402.26	402.26				
Postage, courier and freight	25.49	0.00	0.00	154.40	154.40				
Products	0.00	0.00	0.00	32.10	32.10				
Professional services	176.48	0.00	0.00	0.00	0.00				
Refrigerants	1.05	0.00	0.00	232.92	232.92				
Roads and landscape	0.00	1.05	0.00	0.00	1.05				
Stationary energy (gaseous fuels) Stationary energy (liquid fuels)	6.15 0.00	0.00 18.92	0.00	0.00 2.98	0.00 21.90				
Stationary energy (solid fuels)	0.00	0.00	0.00	0.00	0.00				
Transport (air)	85.27	0.00	0.00	0.00	0.00				
Transport (land and sea)	366.64	0.00	0.00	47.98	47.98				
Waste	324.68	0.00	0.00	150.23	150.23				
Water	21.18	0.00	0.00	0.00	0.00				
Working from home	0.00	0.00	0.00	77.27	77.27				
Office equipment and supplies	13.78	0.00	0.00	14.17	14.17				
Total	4055.04	19.97	730.88	2724.47	3475.31				
Emissions for the Pririe St (SA) and Ann St Office (QLD) ¹ Electricity	-968.1				-39.0				
•									
Waste Waste	-6.0 -84				-8.1 -15.7				
Total emissions	2996.9				3412.5				
		iono							
Dillerence between projected an	Difference between projected and acutal emissions +415.6 t CO2-6								

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.

Uplift factors

N/A.



6.CARBON OFFSETS

Offsets retirement approach

This certification has taken forward offsetting approach. The total emissions to offset is 3413 t CO2e (trueup for FY2022-23). The total number of eligible offsets used in this report is 3,413. Of the total eligible offsets used, 3789 were previously banked 4,000 were newly purchased and retired. 4,376 are remaining and have been banked for future use.



Eligible offsets retirement summary

Offsets retired 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 retired (tCO ₂ -e)	Eligible quantity used for previous reporting periods	Eligible quantity banked for future reporting periods	Eligible quantity used for this reportin g period	Percentage of total (%)
Human-Induced Regeneration (HIR), North Kimberley Pastoral Lease project, Western Australia	KACCU	ANREU	17 August 2022	8,343,175,862 - 8,343,177,361	2021-22		1,500	897	0	603	100%
Sandalwood Plantation Forestry (WA - Dandaragan) Coalara Park Project	KACCU	ANREU	22 June 2023	8,357,056,500 – 8,357,058,185	2022-23	-	1686	0	0	1,686	51%
Savannah Burning (WA - East Kimberley) Nyaliga Fire Management Project (Indigenous own land and involvement)	KACCU	ANREU	11 July 2023	8,342,906,877 – 832,342,908,376	2021-22	-	1,500	0	376	1,124	45%
Nyaliga Fire Project	KACCU	ANREU	21 December 2023	8,342,908,377 – 8,342,912,376	2021-22		4,000	-	4,000	0	0%
Total eligible offsets retired and used for this report								3,413			
			Tot	al eligible offsets retire	d this repo	rt and banked	l for use in fu	ture reports	4,376		

Type of offset units	Eligible quantity (used for this reporting period)	Percentage of total
Australian Carbon Credit Units (ACCUs)	416	100%



7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

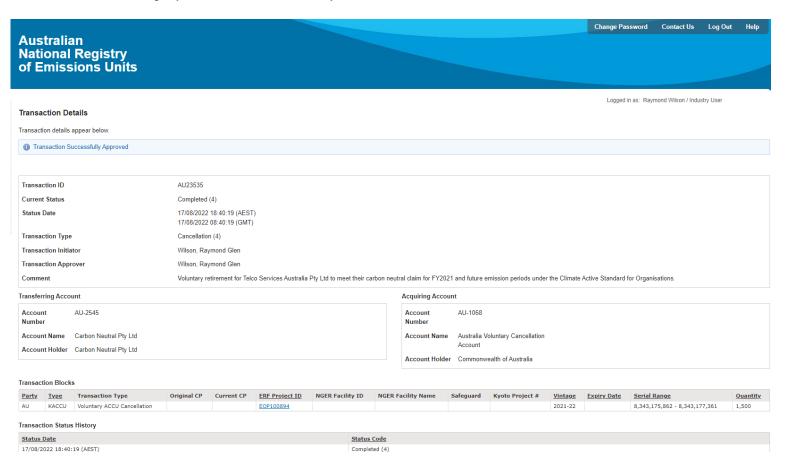
Renewable Energy Certificate (REC) summary

N/A

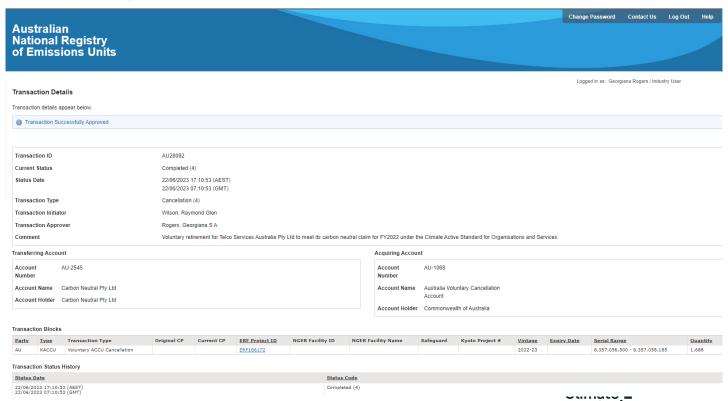


APPENDIX A: ADDITIONAL INFORMATION

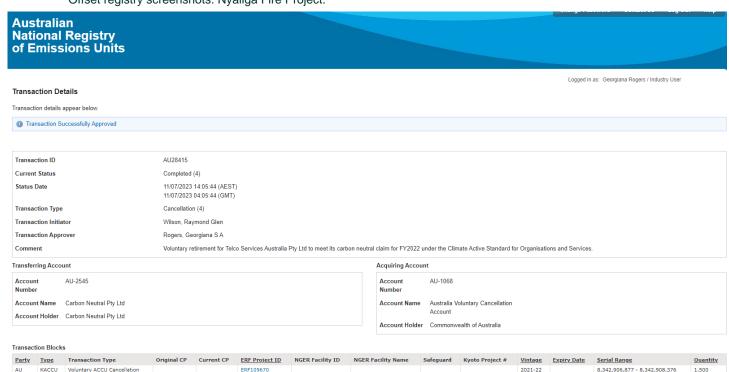
Offset registry screenshots: North Kimberly Pastoral Lease



Offset registry screenshots: Coalara Park Project



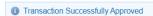
Offset registry screenshots: Nyaliga Fire Project:



Status Code

Offset registry screenshots: Nyaliga Fire Project:

Transaction details appear below.



Transaction Status History Status Date

11/07/2023 14:05:44 (AEST)

AU31412 Transaction ID **Current Status** Completed (4)

Status Date 21/12/2023 16:26:35 (AEDT)

21/12/2023 05:26:35 (GMT)

Transaction Type Cancellation (4)

Transaction Initiator O'Reeri, Kathleen Elizabeth

Transaction Approver Gallagher, Janet

Cancelling on behalf of TSA Comment

Transferring Account

AU-2898 Account Number

Account Name Nyaliga Aboriginal Corporation

Account Holder Nyaliga Aboriginal Corporation

Acquiring Account

AU-1068 Account

Number

Account Name Australia Voluntary Cancellation Account

Account Holder Commonwealth of Australia

Transaction Blocks

<u>Party</u>	<u>Type</u>	Transaction Type	Original CP	Current CP	ERF Project ID	NGER Facility ID	NGER Facility Name	Safeguard	Kyoto Project #	<u>Vintage</u>	Expiry Date	<u>Serial Range</u>	<u>Quantity</u>
AU	KACCU	Voluntary ACCU Cancellation			ERF109670					2021-22		8,342,908,377 - 8,342,912,376	4,000





APPENDIX B: ELECTRICITY SUMMARY

There are two international best-practice methods for calculating electricity emissions – the location-based method and the market-based method. Reporting electricity emissions under both methods is called dual reporting.

Dual reporting of electricity emissions is useful, as it provides different perspectives of the emissions associated with a business's electricity usage.

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.

For this certification, electricity emissions have been set by using the **market-based approach** (for electricity emissions used for TSA's offices in Australia)



Market Based Approach Summary Market Based Approach	Activity Data	Emission	Renewabl
	(kWh)	s (kg CO2- e)	e Percenta ge of total
		,	
Behind the meter consumption of electricity generated	0	0	0%
Total non-grid electricity	0	0	0%
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	1,123,622	0	46%
Climate Active precinct/building (voluntary renewables)	0	0	0%
Precinct/Building (LRET)	0	0	0%
Precinct/Building jurisdictional renewables (LGCs surrendered)	0	0	0%
Electricity products (voluntary renewables)	0	0	0%
Electricity products (LRET)	0	0	0%
Electricity products jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	460,792	0	19%
Residual Electricity	866,608	827,610	0%
Total renewable electricity (grid + non grid)	1,584,414	0	65%
Total grid electricity	2,451,022	827,610	65%
Total electricity (grid + non grid)	2,451,022	827,610	65%
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	866,608	827,610	
Scope 2	765,316	730,877	
Scope 3 (includes T&D emissions from consumption under operational control)	101,292	96,734	
Residual electricity consumption not under operational control	0	0	
Scope 3	0	0	

Total renewables (grid and non-grid)	64.64%
Mandatory	18.80%
Voluntary	45.84%
Behind the meter	0.00%
Residual scope 2 emissions (t CO2-e)	730.88
Residual scope 3 emissions (t CO2-e)	96.73
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	730.88
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO2-e)	96.73
Total emissions liability (t CO2-e)	827.61
Figures may not sum due to rounding. Renewable percentage can be above 100%	



Location Based Approach	Activity Data (kWh) total	Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	100%	(kWh)	Scope 2 Emissions (kg CO2-e)	Scope 3 Emissions (kg CO2-e)	(kWh)	Scope 3 Emission s (kg CO2- e)
ACT	0	0	0	0	0	0
NSW	0	0	0	0	0	0
SA	404,843	404,843	101,211	32,387	0	0
VIC	307,772	307,772	261,606	21,544	0	0
QLD	948,482	948,482	692,392	142,272	0	0
NT	0	0	0	0	0	0
WA	789,925	789,925	402,862	31,597	0	0
TAS	0	0	0	0	0	0
Grid electricity (scope 2 and 3)	2,451,022	2,451,022	1,458,070	227,801	0	0
ACT	0	0	0	0		
NSW	0	0	0	0		
SA	0	0	0	0		
VIC	0	0	0	0		
QLD	0	0	0	0		
NT	0	0	0	0		
WA	0	0	0	0		
TAS Non-grid electricity (behind the meter)	0 0	0 0	0 0	0 0		
Total electricity (grid + non grid)	2,451,022					

Residual scope 2 emissions (t CO2-e)	1,458.07
Residual scope 3 emissions (t	227.80
CO2-e) Scope 2 emissions liability	1,458.07
(adjusted for already offset	,
carbon neutral electricity) (t CO2- e)	
Scope 3 emissions liability (adjusted for already offset	227.80
carbon neutral electricity) (t CO2-	
e)	
Total emissions liability (t CO2-e)	1,685.87



APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as relevant, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. They have been non-quantified due to <u>one</u> of the following reasons:

- 1. <u>Immaterial</u> <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. <u>Data unavailable</u> 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	Justification reason
N/A	

Data management plan for non-quantified sources

N/A



APPENDIX D: OUTSIDE EMISSIONS BOUNDARY

Excluded emission sources

The below emission sources have been assessed as not relevant to this organisation'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. <u>Size</u> The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions.
- 2. <u>Influence</u> The responsible entity has the potential to influence the reduction of emissions from a particular source.
- 3. <u>Risk</u> 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.
- 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 organisations.



Excluded emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
Investments	N	Υ	N	N	N	Size: The sizes are unknown but we estimate this to be small compared to other emissions. Influence: We do have the potential to influence our investments, including by shifting to a different lower-emissions financial products Risk: There are no relevant laws or regulations that apply to limit emissions specifically from this source, the source does not create supply chain risks, and it is unlikely to be of significant public interest. Stakeholders: Key stakeholders, including the public, are unlikely to consider this a relevant source of emissions for our business.
						Outsourcing: N/A





