



# **PUBLIC DISCLOSURE STATEMENT**


**TSA GROUP**

**SERVICE CERTIFICATION**

**FY2022–23 TRUE-UP**

Australian Government  
**Climate Active**  
**Public Disclosure Statement**



<b>NAME OF CERTIFIED ENTITY</b>	TSA Goup
<b>REPORTING PERIOD</b>	Financial year 1 July 2022 – 30 June 2023 True-up
<b>DECLARATION</b>	<p><i>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.</i></p>  <p>Francis Stockwell TSA Group Facilities Manager 21 December 2023</p>



**Australian Government**  
**Department of Climate Change, Energy,  
the Environment and Water**

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Version: August 2023

# 1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	3,413 tCO <sub>2</sub> -e
THE 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: N/A

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## 2. CARBON NEUTRAL INFORMATION

### Description of certification

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

100% of all attributable emissions for this service have been covered by TSA Group's organisation certification.

### Service 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 Group certifies their services as carbon neutral under full coverage, cradle to grave.

The functional unit of the service is t CO<sub>2</sub>-e/1 frontline worker paid. Our front line workers are our staff who have direct contact with our customers to sell and support products and services. This service provided by our front line workers is what our clients purchase which is why the number of front line workers is a meaningful representation of the carbon neutral services provided by TSA.

## 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 'attributable processes' of a product or service. These attributable processes are services, materials and energy flows that become the product or service, make the product or service and carry the product or service through its life cycle. These attributable emissions have been quantified in the carbon inventory.

**Non-quantified** emissions have been assessed as attributable 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

**Non-attributable** emissions have been assessed as not attributable to a product or service. They can be **optionally included** in the emissions boundary and therefore have been offset, or they can be listed as outside of the emissions boundary (and are therefore 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
- Working from Home

**Non-quantified**

N/A

**Optionally included**

N/A

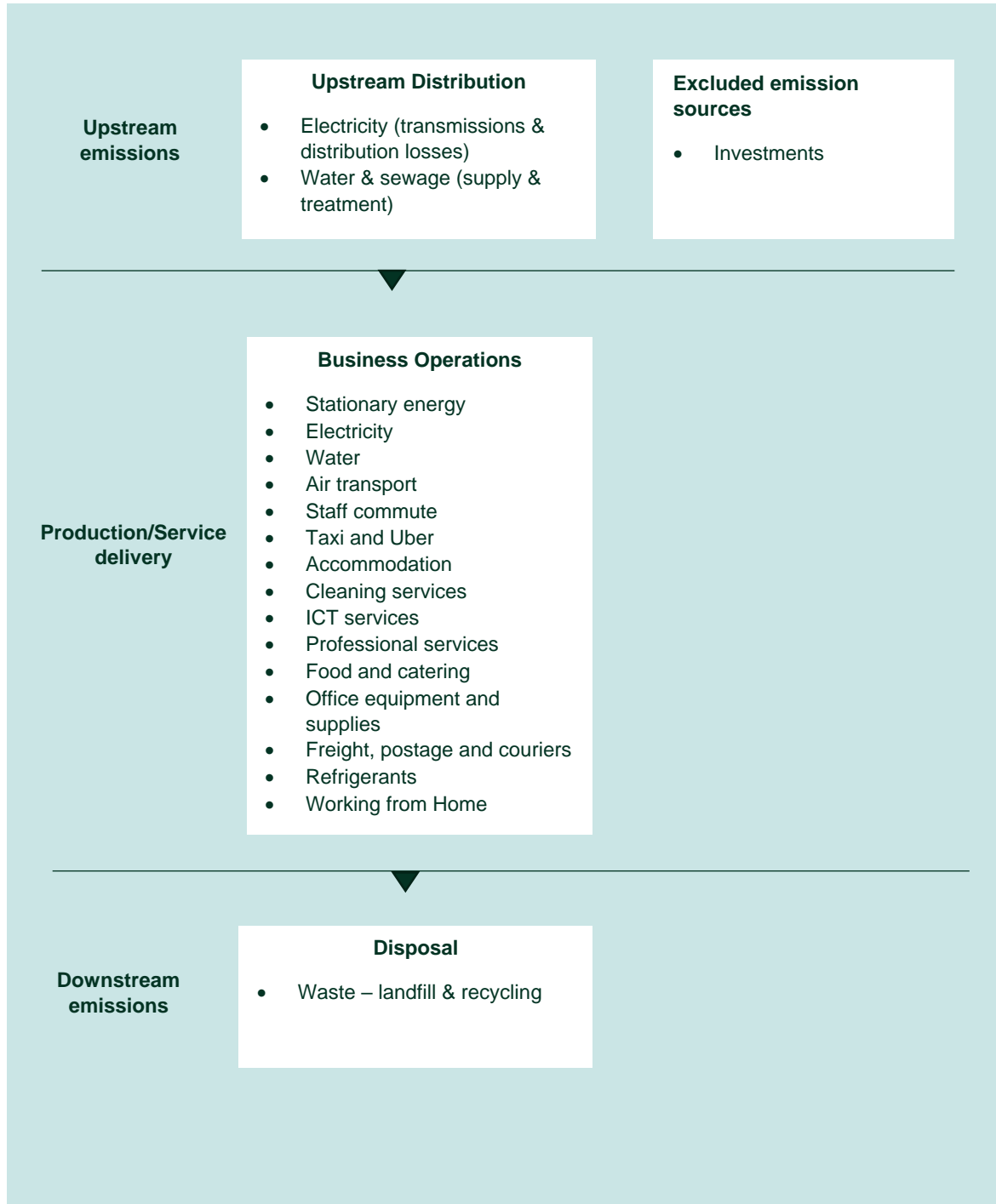
**Outside emission boundary**

**Non-attributable**

Investements

## Product/service process diagram

Indicate whether this is a cradle-to-grave or cradle-to-gate boundary.



## 4. EMISSIONS REDUCTIONS

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), 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
- 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 <sub>2</sub> -e (without uplift)	Total tCO <sub>2</sub> -e (with uplift)	Emissions intensity of the functional unit
Base year:	2019-20	3,991	3,991	N/A <sup>1</sup>
Year 1:	2020-21	3,540	3,900	0.0000142 <sup>2</sup>
Year 2:	2021-22	2,997	3,297	1.223
Year 3	2022-23	3,413	3,413	1.191

### Significant changes in emissions

Emission source name	Previous year emissions (t CO <sub>2</sub> -e)	Current year emissions (t CO <sub>2</sub> -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. WHF emissions are included for FY2022-23 which means an increase from zero to 1,270 t CO <sub>2</sub> e.

<sup>1</sup> For FY2019-23, TSA only certified their Organisation, not their Service, hence no intensity per functional unit was calculated.

<sup>2</sup> The denominator changed to calculate the functional unit changed to no of front line workers paid in FY2021-22. In FY2020-21 the denominator was significantly higher, hence the emissions intensity was significantly lower also.

## Use of Climate Active carbon neutral products and services

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 <sub>2</sub> -e)	Sum of Scope 1 (t CO <sub>2</sub> -e)	Sum of Scope 2 (t CO <sub>2</sub> -e)	Sum of Scope 3 (t CO <sub>2</sub> -e)	Sum of total emissions (t CO <sub>2</sub> -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	0.00	0.00	0.00	0.00	0.00
Electricity	2027.5	0.00	0.00	16.18	16.18
Food	108.52	0.00	730.88	96.73	827.61
Horticulture and agriculture	0.00	0.00	0.00	92.77	92.77
ICT services and equipment	817.99	0.00	0.00	0.00	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)	6.15	0.00	0.00	0.00	0.00
Stationary energy (liquid fuels)	0.00	18.92	0.00	2.98	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
<b>Total</b>	<b>4055.04</b>	<b>19.97</b>	<b>730.88</b>	<b>2724.47</b>	<b>3475.31</b>
Emissions for the Pirie St (SA) and Ann St Office (QLD) <sup>3</sup>					
<b>Electricity</b>	<b>-968.1</b>				<b>-39.0</b>
<b>Waste</b>	<b>-6.0</b>				<b>-8.1</b>
<b>Waste</b>	<b>-84</b>				<b>-15.7</b>
<b>Total emissions</b>	<b>2996.9</b>				<b>3412.5</b>
Difference between projected and actual emissions					<b>+415.6 t CO<sub>2</sub>-e</b>

<sup>3</sup> 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.

<b>Emissions intensity per functional unit</b>	<b>1.223 t CO<sub>2</sub>-e/1 frontline worker paid</b>
<b>Number of functional units to be offset</b>	<b>2,866 functional units</b>
<b>Total emissions to be offset</b>	<b>3,412.5</b>

## 6. CARBON OFFSETS

### Offsets retirement approach

The details of offsets relating to this certification are the same as those in the TSA Groups Organisation PDS found [here](#).

## 7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

### Renewable Energy Certificate (REC) Summary

N/A

# APPENDIX A: ADDITIONAL INFORMATION



## 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 (kWh)	Emissions (kg CO <sub>2</sub> -e)	Renewable Percentage of total
Behind the meter consumption of electricity generated	0	0	0%
<b>Total non-grid electricity</b>	<b>0</b>	<b>0</b>	<b>0%</b>
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%
<b>Total renewable electricity (grid + non grid)</b>	<b>1,584,414</b>	<b>0</b>	<b>65%</b>
<b>Total grid electricity</b>	<b>2,451,022</b>	<b>827,610</b>	<b>65%</b>
<b>Total electricity (grid + non grid)</b>	<b>2,451,022</b>	<b>827,610</b>	<b>65%</b>
Percentage of residual electricity consumption under operational control	100%		
<b>Residual electricity consumption under operational control</b>	<b>866,608</b>	<b>827,610</b>	
Scope 2	765,316	730,877	
Scope 3 (includes T&D emissions from consumption under operational control)	101,292	96,734	
<b>Residual electricity consumption not under operational control</b>	<b>0</b>	<b>0</b>	
Scope 3	0	0	

<b>Total renewables (grid and non-grid)</b>	<b>64.64%</b>
<b>Mandatory</b>	<b>18.80%</b>
<b>Voluntary</b>	<b>45.84%</b>
<b>Behind the meter</b>	<b>0.00%</b>
<b>Residual scope 2 emissions (t CO<sub>2</sub>-e)</b>	<b>730.88</b>
<b>Residual scope 3 emissions (t CO<sub>2</sub>-e)</b>	<b>96.73</b>
<b>Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO<sub>2</sub>-e)</b>	<b>730.88</b>
<b>Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO<sub>2</sub>-e)</b>	<b>96.73</b>
<b>Total emissions liability (t CO<sub>2</sub>-e)</b>	<b>827.61</b>

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

Location Based Approach Summary						
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 Emissions (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
<b>Grid electricity (scope 2 and 3)</b>	<b>2,451,022</b>	<b>2,451,022</b>	<b>1,458,070</b>	<b>227,801</b>	<b>0</b>	<b>0</b>
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	0	0	0	0		
<b>Non-grid electricity (behind the meter)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>Total electricity (grid + non grid)</b>	<b>2,451,022</b>					

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

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# 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 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	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. **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 organisations.

# Excluded emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
Investments	N	Y	N	N	N	<p><b>Size:</b> The sizes are unknown but we estimate this to be small compared to other emissions.</p> <p><b>Influence:</b> We do have the potential to influence our investments, including by shifting to a different lower-emissions financial products</p> <p><b>Risk:</b> 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.</p> <p><b>Stakeholders:</b> Key stakeholders, including the public, are unlikely to consider this a relevant source of emissions for our business.</p> <p><b>Outsourcing:</b> N/A</p>





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