



PUBLIC DISCLOSURE STATEMENT


TSA GROUP

ORGANISATION CERTIFICATION TRUE-UP

FY2021-22

Australian Government
Climate Active
Public Disclosure Statement



NAME OF CERTIFIED ENTITY	Telco Services Australia Pty Ltd (TSA Group)
REPORTING PERIOD	Financial year 1 July 2021 – 30 June 2022 True-up report
DECLARATION	<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 19 October 2023</p>



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

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Version March 2023.



1. CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	3297 tCO ₂ -e
CARBON OFFSETS USED	100% ACCUs
RENEWABLE ELECTRICITY	41.29% (Australian operations only)
CARBON ACCOUNT	Prepared by: Cundall
TECHNICAL ASSESSMENT	20 August 2022 (FY2020-21 report) Completed by: Cundall Next technical assessment due: FY2023-24 report

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2. CERTIFICATION 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.

TSA Group also holds a Climate Active service certification for its consulting and technology services.

More information can be found at <https://www.climateactive.org.au/buy-climate-active/certified-members/tsa-group>.

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.

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

- 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

- 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 endeavour 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%
- 33% of NLA now on 100% green power
- Upgrade of the computer fleet which has led to significant electricity savings
- Green Action Teams introduced representing each location (WA, SA, Vic, Qld, PH)
- Waste audit completed
- Introduction of a hub-and-spoke office model, where practical. Encouraging a hybrid work from home/office model reducing commute emission

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	N/A
Year 1:	2020–21	3,540	3,900
Year 2:	2021–22	2,997	3,297

Significant changes in emissions

Emission source	Previous year emissions (t CO ₂ -e)	Current year emissions (t CO ₂ -e)	Reason for change
Total Net Electricity Emissions (Location Based)	318.9	475.3	Significant increase in staff numbers
Electricity (market-based method, scope 2)	1,845.7	1,370.4	Purchase of GreenPower

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

N/A

Emissions summary

The electricity summary is available in the Appendix B. Electricity emissions were calculated using a location-based approach for the Philippines, and market-based approach for Australian operations.

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 (t CO ₂ -e)	Scope 1 emissions	Scope 2 emissions	Scope 3 emissions	Total emissions (t CO ₂ -e)
Accommodation and facilities		26.51	-	-	9.16	9.16
Cleaning and Chemicals		53.51	-	-	71.13	71.13
Electricity		2494.19	-	1,846.12	181.38	2027.50
Food and catering		148.93	-	-	108.53	108.53
ICT services and equipment		911.06	-	-	817.99	817.99
Office equipment & supplies		16.77	-	-	13.78	13.78
Postage, courier and freight		46.53	-	-	25.49	25.49
Professional Services		192.19	-	-	176.48	176.48
Refrigerants		0.05	1.05	-	-	1.05
Stationary Energy (gaseous fuels)		6.39	5.71	-	0.44	6.15
Transport (Air)		89.96	-	-	85.27	85.27
Transport (Land and Sea)		351.19	-	-	366.64	366.64
Waste		425.10	-	-	324.68	324.68
Water		162.01	-	-	21.18	21.18
Sub-total		5074.39	6.76	1,846.12	2202.15	4055.04
Emissions for the Pirie St (SA) and Ann St Office (QLD) ¹	Electricity	- 1,469	-	854.92	113.15	- 968.1
	Water	- 21.3	-	-	5.99	- 5.99
	Waste	-44.0	-	-	83.97	- 83.97
Total emissions		3539.9				2,996.9
Difference between projected and actual emissions					-543 CO 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.

Uplift factors

An uplift factor is an upwards adjustment to the total carbon inventory to account for relevant emissions that cannot 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
Working from home	300
Total of all uplift factors	300
Total emissions footprint to offset <i>(total emissions from summary table + total of all uplift factors)</i>	3296.9

6. CARBON OFFSETS

Offsets retirement approach

This certification has taken a forward offsetting approach. The total emissions to offset are 3,297 t CO₂-e. The total number of eligible offsets used in this report is 3,297. Of the total eligible offsets used, 3,297 were previously banked and an additional 3186 were newly purchased and retired. 3,789 units are remaining and have been banked for future use.

Eligible offsets retirement summary

Offsets cancelled for Climate Active 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 (%)
Duff Carbon Farming Project	ACCU	ANREU	17 August 2022	8,347,610,453 – 8,347,612,852	2022-23	-	2,400	0	0	2,400	73%
North Kimberley Pastoral Lease Carbon Abatement	ACCU	ANREU	17 August 2022	8,343,175,862 - 8,343,177,361	2021-22	-	1,500	0	603	897	27%
Coalara Park Australian Sandalwood Plantation Project	ACCU	ANREU	22 June 2023	8,357,056,500 – 8,357,058,185	2022-23	-	1686	0	1686	0	0%
Nyaliga Fire Project	ACCU	ANREU	11 July 2023	8,342,906,877 – 832,342,908,376	2021-22	-	1,500	0	1,500	0	0%
Total offsets retired this report and used in this report										3297	
Total offsets retired this report and banked for future reports										3789	

Type of offset units	Eligible quantity (used for this reporting period)	Percentage of total
Australian Carbon Credit Units (ACCU)	3297	100%

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) summary

N/A

APPENDIX A: ADDITIONAL INFORMATION

Offset registry screenshots: Nyaliga Fire Project:

Australian
National Registry
of Emissions Units

Logged in as: Georgiana Rogers / Industry User

Transaction Details

Transaction details appear below.

Transaction Successfully Approved

Transaction ID	AU28415
Current Status	Completed (4)
Status Date	11/07/2023 14:05:44 (AEST) 11/07/2023 04:05:44 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Wilson, Raymond Glen
Transaction Approver	Rogers, Georgiana S A
Comment	Voluntary retirement for Telco Services Australia Pty Ltd to meet its carbon neutral claim for FY2022 under the Climate Active Standard for Organisations and Services.

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			ERF109670					2021-22		8,342,906,877 - 8,342,908,376	1,500

Transaction Status History

Status Date	Status Code
11/07/2023 14:05:44 (AEST)	Completed (4)

Offset registry screenshots: Coalara Park Project

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Australian National Registry of Emissions Units

Logged in as: Georgiana Rogers / Industry User

Transaction Details

Transaction details appear below.

Transaction Successfully Approved

Transaction ID	AU28092
Current Status	Completed (4)
Status Date	22/06/2023 17:10:53 (AEST) 22/06/2023 07:10:53 (GMT)
Transaction Type	Cancellation (4)
Transaction Initiator	Wilson, Raymond Glen
Transaction Approver	Rogers, Georgiana SA
Comment	Voluntary retirement for Telco Services Australia Pty Ltd to meet its carbon neutral claim for FY2022 under the Climate Active Standard for Organisations and Services.

Transferring Account <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Account Number</td> <td>AU-2545</td> </tr> <tr> <td>Account Name</td> <td>Carbon Neutral Pty Ltd</td> </tr> <tr> <td>Account Holder</td> <td>Carbon Neutral Pty Ltd</td> </tr> </table>	Account Number	AU-2545	Account Name	Carbon Neutral Pty Ltd	Account Holder	Carbon Neutral Pty Ltd	Acquiring Account <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Account Number</td> <td>AU-1068</td> </tr> <tr> <td>Account Name</td> <td>Australia Voluntary Cancellation Account</td> </tr> <tr> <td>Account Holder</td> <td>Commonwealth of Australia</td> </tr> </table>	Account Number	AU-1068	Account Name	Australia Voluntary Cancellation Account	Account Holder	Commonwealth of Australia
Account Number	AU-2545												
Account Name	Carbon Neutral Pty Ltd												
Account Holder	Carbon Neutral Pty Ltd												
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			ERF166172					2022-23		8,357,056,500 - 8,357,056,185	1,686

Transaction Status History

Status Date	Status Code
22/06/2023 17:10:53 (AEST)	Completed (4)
22/06/2023 07:10:53 (GMT)	

Offset registry screenshots: North Kimberly Pastoral Lease

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Australian National Registry of Emissions Units

Logged in as: Raymond Wilson / Industry User

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 <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Account Number</td> <td>AU-2545</td> </tr> <tr> <td>Account Name</td> <td>Carbon Neutral Pty Ltd</td> </tr> <tr> <td>Account Holder</td> <td>Carbon Neutral Pty Ltd</td> </tr> </table>	Account Number	AU-2545	Account Name	Carbon Neutral Pty Ltd	Account Holder	Carbon Neutral Pty Ltd	Acquiring Account <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Account Number</td> <td>AU-1068</td> </tr> <tr> <td>Account Name</td> <td>Australia Voluntary Cancellation Account</td> </tr> <tr> <td>Account Holder</td> <td>Commonwealth of Australia</td> </tr> </table>	Account Number	AU-1068	Account Name	Australia Voluntary Cancellation Account	Account Holder	Commonwealth of Australia
Account Number	AU-2545												
Account Name	Carbon Neutral Pty Ltd												
Account Holder	Carbon Neutral Pty Ltd												
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)

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 a location-based (Philippines office) and market-based (Australian offices) approach. Note that the tables below show electricity emissions calculations for electricity used in Australia only.

Market Based Approach Summary			
Market Based Approach	Activity data (kWh)	Emissions (kg CO ₂ -e)	Renewable percentage 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	626,720	0	23%
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)	515,857	0	19%
Residual Electricity	1,624,897	1,551,776	0%
Total renewable electricity (grid + non grid)	1,142,577	0	41%
Total grid electricity	2,767,474	1,551,776	41%
Total electricity (grid + non grid)	2,767,474	1,551,776	41%
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	1,624,897	1,551,776	
Scope 2	1,434,974	1,370,400	
Scope 3 (includes T&D emissions from consumption under operational control)	189,923	181,376	
Residual electricity consumption not under operational control	0	0	
Scope 3	0	0	

Total renewables (grid and non-grid)	41.29%
Mandatory	18.64%
Voluntary	22.65%
Behind the meter	0.00%
Residual scope 2 emissions (t CO₂-e)	1,370.40
Residual scope 3 emissions (t CO₂-e)	181.38
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	1,370.40
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	181.38
Total emissions liability (t CO₂-e)	1,551.78

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

Location Based Approach Summary						
Location Based Approach		Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	Activity Data (kWh) total	(kWh)	Scope 2 emissions (kg CO ₂ -e)	Scope 3 emissions (kg CO ₂ -e)	(kWh)	Scope 3 emissions (kg CO ₂ -e)
	100%					
ACT	0	0	0	0	0	0
NSW	0	0	0	0	0	0
SA	960,121	960,121	240,030	76,810	0	0
VIC	88,516	88,516	75,239	6,196	0	0
QLD	1,002,419	1,002,419	731,766	150,363	0	0
NT	0	0	0	0	0	0
WA	716,418	716,418	365,373	28,657	0	0
TAS	0	0	0	0	0	0
Grid electricity (scope 2 and 3)	2,767,474	2,767,474	1,412,408	262,025	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	0	0	0	0		
Non-grid electricity (behind the meter)	0	0	0	0		
Total electricity (grid + non grid)	2,767,474					

Residual scope 2 emissions (t CO₂-e)	1,412.41
Residual scope 3 emissions (t CO₂-e)	262.03
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	1,412.41
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO₂-e)	262.03
Total emissions liability (t CO₂-e)	1,674.43

Operations in Climate Active buildings and precincts

Operations in Climate Active buildings and precincts	Electricity consumed in Climate Active certified building/precinct (kWh)	Emissions (kg CO ₂ -e)
N/A	0	0

Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their building or precinct certification. This electricity consumption is also included in the market based and location based summary tables. Any electricity that has been sourced as renewable electricity by the building/precinct under the market based method is outlined as such in the market based summary table.

Climate Active carbon neutral electricity products

Climate Active carbon neutral product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO ₂ -e)
N/A	0	0
<p><i>Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their electricity product certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the electricity product under the market-based method is outlined as such in the market-based summary table.</i></p>		

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
WFH	No data available but uplift applied

Data management plan for non-quantified sources

TSA intends to collect appropriate activity data to quantify emissions from WFH in FY2022-23.

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





An Australian Government Initiative

