



# 2022

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Environmental,  
Social and  
Governance  
Data Book



# 2022 | Environmental, Social and Governance (ESG) Data Book

This Data Book provides a summary of NBN Co's non-financial performance metrics, covering the Company's performance, across the five areas of the Company's value creation model:

- Network
- Customers, communities and partners
- People
- Environment
- Financial Resources.

It should be read in conjunction with the 2022 Annual Report for further commentary on NBN Co's performance. How we deliver and measure value across the five value creation areas is outlined in the 2022 Annual Report - pp. 16 - 17.

This is the first year NBN Co has prepared and published a summary of non-financial performance metrics. Some metrics have only recently been calculated and monitored. Historical data for FY20 and FY21 has been included where data is available.

Where metrics included in this Data Book have been subject to limited assurance in FY22, this has been stated. Unless indicated, results in this Data Book have not been subject to external assurance.

For details on where to find information on NBN Co's material topics in the Company's 2022 Annual Report or other publicly available documents on the NBN Co website, as related to the GRI Standards, Sustainability Accounting Standards Board (SASB) Telecommunications Services Sustainability Accounting Standard reporting disclosures and Task Force on Climate-related Financial Disclosures (TCFD) recommendations, please see the 2022 Reporting Index.

## **Important Notice**

While every effort is made to provide accurate and complete information, NBN Co does not warrant or represent that the information in this pack is free from errors or omissions or is suitable for your intended use. Some of the figures are estimates made on the basis of best available data. It is provided for information purposes only. This document must not be used other than with the consent of NBN Co.

# Network

As Australia's digital backbone and national telecommunications asset, the **nbn**<sup>®</sup> network is lifting the digital capability of Australia, enabling greater productivity, economic prosperity and social opportunity.

*Value creation  
outcome*

## Australia's digital backbone

| <i>Metric</i>      | Premises ready to connect (RTC) | Average network availability <sup>(1)</sup> |
|--------------------|---------------------------------|---|
| <i>FY20 Result</i> | 11.7m                           | 99.95%                                      |
| <i>FY21 Result</i> | 12.0m                           | 99.96%                                      |
| <i>FY22 Result</i> | 12.1m                           | 99.95%                                      |

(1) Network availability is defined as the percentage of time the nbn<sup>®</sup> network is available and operating. For this measure, the network is considered 'unavailable' during the time NBN Co is restoring services following the raising of a fault. It does not include periods where the network is unavailable due to operational outages for matters such as network upgrades and improvements or events beyond NBN Co's control. This metric has been rounded to the nearest two decimal places.

# Customers, communities and partners

Working collaboratively with our industry, suppliers and partners to deliver excellent customer experience and make meaningful contributions to the communities we serve.



Value creation  
outcome

## Customer experience, partnerships and connected communities

| Metric      | Premises activated* | Business Fibre Zones | Percentage customers on a wholesale 50Mbps download plan or higher <sup>(1)</sup> | Reconciliation Action Plan (RAP) outcomes progress - # RAP actions completed by 30 June of specified financial year | Modern Slavery Workplan action completion - # of actions completed in financial year |
|-------------|---------------------|----------------------|---|---|--|
| FY20 Result | 7.3m                | N/A                  | 69%   | N/A   | N/A  |
| FY21 Result | 8.2m                | 240                  | 75%   | 32 of 118 actions completed and 22 in progress  | N/A  |
| FY22 Result | 8.5m                | 304                  | 76%   | 63 of 118 actions completed and 27 in progress  | 6  |

\* Limited assurance over metric in FY22 - see 2022 Annual Report for further details.

<sup>(1)</sup> In this metric, '50Mbps (download) wholesale speed plan' includes wholesale plans available to phone and internet providers with download speeds of 50Mbps and 25-50Mbps. The nbn® wholesale speed tiers available to your phone and internet provider vary depending on the nbn® network technology in your area.

# People

A safe, inclusive and engaged workplace where highly capable and motivated people live NBN Co's values and are empowered to deliver NBN Co's purpose and strategy.

Value creation  
outcome

## A safe, inclusive and engaged workforce

| Metric      | Employee engagement* | Females in management* | Gender pay gap* | Total Recordable Injury Frequency Rate (TRIFR) - employees and contractors combined* <sup>(1)</sup> | Total Recordable Injury Frequency Rate (TRIFR) - employees <sup>(1)</sup> | Total Recordable Injury Frequency Rate (TRIFR) - contractors <sup>(1)</sup> | NBN Co overall frequency of HSE incidents with the potential to cause serious harm- employees and contractors <sup>(2)</sup> | Serious harm HSE incidents <sup>(3)</sup> | Health and safety incidents notified to Comcare (#) |
|-------------|----------------------|------------------------|-----------------|---|---|---|--|---|---|
| FY20 Result | 86%                  | 32%                    | N/A             | 2.7   | 2.0   | 2.9   | 1.5  | 1.0                                       | 45  |
| FY21 Result | 76%                  | 33%                    | <1%             | 2.2   | 2.4   | 2.0   | 0.7  | 0   | 13  |
| FY22 Result | 81%                  | 32.4%                  | 1.1%            | 2.3   | 3.2   | 1.8   | 0.6  | 0   | 13  |

\* Limited assurance over metric in FY22 - see 2022 Annual Report for further details.

<sup>(1)</sup> Total Recordable Injury Frequency Rate (TRIFR) is the total number of recordable injuries per million hours worked. TRIFR includes work related injuries that relate to an NBN Co workplace or NBN Co activity undertaken by an NBN Co employee or contractor or delivery partner (DP) employee or contractor that resulted in: fatality, permanent disability injury/illness (PDI), work-related injury/illness resulting in lost time (LTI), restricted work injury (RWI) or medical treatment injury (MTI). It does not include any first aid injury/illness. TRIFR is a rolling annual metric and is significantly reliant upon information provided by DPs and their contractors who undertake and complete field related activities, which includes but is not limited to network construction, customer connections and network assurance and maintenance activities. NBN Co's first priority is the safety of its people and as a result requires that all incidents are reported for evaluation. To enhance the comparability of the TRIFR metric across various periods and to measure performance against other lead and lag metrics and the broader HSE control environment, an NBN Co authorised person reviews each incident and its associated specific facts, including the environmental surroundings where the incident occurred, when determining whether an incident should be classified as a reportable work related injury. As a consequence of this review, incidents such as animal bites and incidents occurring on the journey to-or-from home premises may be excluded from reportable injuries.

<sup>(2)</sup> Total number of potential serious harm HSE incidents per million hours worked includes incidents with a potential consequence of 'severe' but excludes incidents with an actual consequence of 'severe'. Serious harm HSE incidents are those resulting in a severe consequence such as a fatality or permanent disabling injury.

<sup>(3)</sup> Serious harm HSE incidents are those resulting in a severe consequence such as fatality or permanent disabling injury. In FY20 there was one serious harm HSE incident reported. This occurred in February 2020, when a Delivery Partner worker suffered a permanent disabling eye injury during cable hauling activities.

# Environment

A climate-resilient, resource-efficient network and business aligned with the latest climate science, which protects the natural environment and areas of cultural significance.

Value creation  
outcome

## Protected environment

| Metric      | Total energy use*<br>^ (GJ) <sup>(1)</sup> | Scope 1 emissions<br>(ktCO <sub>2</sub> -e) <sup>(2)</sup> | Scope 2 emissions<br>(ktCO <sub>2</sub> -e) <sup>(3)</sup> | Total scope 1 & 2 emissions<br>(ktCO <sub>2</sub> -e) <sup>*(2)(3)</sup> | Scope 3 emissions<br>(ktCO <sub>2</sub> -e) <sup>(4)</sup> | Renewable energy purchases (% of total purchases) <sup>(5)</sup> | Installed capacity of renewable energy (MW) | Contracted Renewable energy (GWh) | Emissions intensity - Scope 1 and 2<br>(ktCO <sub>2</sub> -e/TB) <sup>(6)</sup> |
|-------------|--|--|--|--|--|--|---|-----------------------------------|---|
| FY20 Result | 1.4m                                       | 5  | 294  | 299  | N/A  | 19%  | 1.75  | N/A                               | N/A   |
| FY21 Result | 1.5m                                       | 4  | 325  | 329  | 1,332  | 18.9%  | 1.75  | 80                                | 9.5   |
| FY22 Result | 1.5m                                       | 4  | 314  | 318  | 1,158  | 18.5%  | 2.41  | 80                                | 7.4   |

\* Limited assurance over FY21 metric results - see 2022 Annual Report for further details.

^ Reasonable assurance over data energy and greenhouse gas emissions data submitted to the Clean Energy Regulator in compliance with the National Greenhouse and Energy Reporting Act 2007. This includes FY21 and FY20 total scope 1 and 2 emissions and total energy consumed. Final FY22 energy and greenhouse gas emissions data to be submitted to Clean Energy Regulator in October 2022, will be subject to voluntary reasonable external assurance.

(1) FY22 total energy use number is an estimate. Final energy use data to be submitted to Clean Energy Regulator in October 2022.

(2) FY22 Scope 1 GHG emissions number is an estimate. Final emissions data to be submitted to Clean Energy Regulator in October 2022.

(3) FY22 Scope 2 GHG emissions number is an estimate. Final emissions data to be submitted to Clean Energy Regulator in October 2022.

(4) All Scope 3 GHG emissions numbers are high-level estimates based on supplier spend data.

(5) Renewable energy purchases are estimates and include Clean Energy Regulator's renewable energy target.

(6) FY22 emissions intensity number is an estimate. It includes Scope 1 and 2 emissions. TB represents terabyte. Final emissions data to be submitted to Clean Energy Regulator in October 2022.

# Environment (cont'd)

Value creation  
outcome

## Protected environment

| Metric      | Energy intensity - Scope 2 (kWh/TB) <sup>(7)</sup> | Waste diversion rate - waste recycled vs landfill - for select NBN Co facilities (%) <sup>(8)</sup> | Recycled - batteries (tonnes) <sup>(9)</sup> | Recycled - technical waste - e-waste, scrap metal, cable (tonnes) <sup>(10)</sup> | Recycled - Cardboard /paper (tonnes) <sup>(10)</sup> | Recycled - commingle (tonnes) <sup>(10)</sup> | Waste recycled - total (tonnes) <sup>(10)</sup> | General waste to landfill - total (tonnes) <sup>(10)</sup> | Fines, prosecutions, penalty notice or official cautions under environmental or cultural heritage regulations (#) <sup>(11)</sup> |
|-------------|--|---|--|---|--|---|---|--|---|
| FY20 Result | N/A  | 49%   | N/A  | N/A   | N/A  | N/A   | N/A   | N/A  | 1   |
| FY21 Result | 11.7   | 52%   | 71.91  | 2.75  | 57.25  | 16.44   | 148.35  | 70.4   | 0   |
| FY22 Result | 9.3  | 62%   | 11.9   | 8.6   | 59.2   | 38.2  | 119.6   | 72   | 1   |

(7) FY22 energy intensity is an estimate based on total electricity use.

(8) Based on a 12-month rolling average. This metric captures waste from NBN Co operational sites, depots and select offices, for which there is complete and reliable data. The sites and waste streams included in this metric were broadened in FY21 and capture waste from NBN Co operational sites, depots and select offices, for which there is complete and reliable data.

(9) Waste from NBN Co operational sites, depots and select offices, for which there is complete and reliable data. FY21 batteries include all chemistries including regulated (ULAB - use lead acid batteries). FY22 batteries include ULAB.

(10) Waste from NBN Co operational sites, depots and select offices, for which there is complete and reliable data.

(11) During FY20 NBN Co did not receive any fines or prosecutions under any environmental regulations. However, the New South Wales Department of Planning, Industry and Environment issued a Delivery Partner in August 2019 with a penalty notice in relation to compliance with an Aboriginal Heritage Impact Permit, for works being undertaken at Stony Chute, New South Wales in 2019.

During FY21 NBN Co did not receive any cautions, fines or prosecutions under any environmental or cultural heritage regulations.

During FY22, NBN Co did not receive any official cautions or prosecutions under any environmental or cultural regulations. However, a \$1,500 Penalty Infringement Notice was received from the then New South Wales Department of Planning, Industry and Environment (now the Department of Planning and Environment), in relation to offences under the National Parks and Wildlife Act 1974 (NSW).

# Financial resources

Long-term responsible and sustainable financial growth to enable reinvestment in the network to benefit people across Australia.

*Value creation outcome*

**Responsible business practices and sustainable financial growth**

*Metric*

**Code of Conduct completion rate - Business Standards training - for calendar year (%)**

*FY20 Result*

N/A

*FY21 Result*

99%

*FY22 Result*

99%