

# Sustainability commitments

**Transurban is committed to sustainability. We recognise the importance of continually striving to improve our sustainability performance, which is central to our vision “To strengthen communities through transport”.**

We are conscious of our obligations and the expectations on us as a large Australian publicly listed company. We are also very much aware of the need to maintain and enhance our social licence and clearly demonstrate the social and environmental benefits we deliver. With this in mind, we seek to avoid or minimise negative impacts, pursue and achieve relevant opportunities, benchmark our sustainability performance and regularly share our achievements and challenges in a transparent manner.

Transurban’s success depends on the support of our customers, communities, government and industry partners, investors, suppliers and our people’s efforts.


We aim to provide excellent service for our customers. For government partners, we aim to provide value-for-money transport solutions that improve the functioning and effectiveness of cities while also planning, designing, delivering and operating road networks in ways that respect the needs and wishes of communities. For investors we seek to ensure continuous identification and action on environmental, social and governance issues to improve our performance and lower investment risks. We see suppliers as critical partners in addressing the social and environmental opportunities and challenges for us

specifically and in our sector. Transurban is committed to being a great employer; creating and maintaining diversity in all its forms, and investing in our people to help them realise their potential.

Recognising that the strength of our partnerships has a direct bearing on the robustness of sustainability outcomes, we will regularly engage with our key stakeholders and listen before acting on opportunities and any issues in a timely manner.

We also recognise the business value and commercial opportunities arising from the United Nations Sustainable Development Goals and will work individually and as a partner to help meet global aspirations for the Goals where we can make a meaningful contribution. In particular, Transurban is committed to providing effective transport solutions to support the growth and liveability of cities where we operate; strongly aligning with Goals 9 – *Industry, Innovation and Infrastructure*, and 11 – *Sustainable Cities and Communities*.

Our sustainability strategy comprises three pillars: *Be Good Neighbours, Use Less and Think Long Term*. To deliver on our strategy and ensure effective sustainability governance, Transurban specifically commits to:

Sustainability pillar	Areas	Specific commitments
<b>Be Good Neighbours</b> 	Health, Safety and Environment	<ul style="list-style-type: none"> <li>Provide a healthy and safe environment for our employees, contactors, customers and the community and minimise environmental impacts</li> </ul>
	Diversity and inclusion	<ul style="list-style-type: none"> <li>Maximise diversity within Transurban and encourage the same with our suppliers</li> </ul>
	Reconciliation	<ul style="list-style-type: none"> <li>Strive to advance reconciliation in Australia through the Reconciliation Action Planning process</li> </ul>
	Shared value	<ul style="list-style-type: none"> <li>Partner with not-for-profit organisations to identify and pursue opportunities that help address key social or environmental issues related to transport</li> </ul>

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<b>Be Good Neighbours</b> 	Community engagement and economic development	<ul style="list-style-type: none"> <li>Thoroughly consult communities and other key stakeholders when planning and designing new projects and keep communities informed on their areas of interest</li> <li>Seek to contribute to the social and economic health of communities where we operate by favouring local recruitment and procurement strategies</li> </ul>
	Customer experience	<ul style="list-style-type: none"> <li>Make it easy for customers to use and understand our toll roads, offering choices to meet their individual needs</li> <li>Show we care about customers by listening to them, being transparent and flexible</li> <li>Add value for customers by creating meaningful experiences that reflect what is important to them</li> </ul>
<b>Use Less</b> 	Carbon neutrality	<ul style="list-style-type: none"> <li>Work towards becoming a carbon-neutral organisation and meet our energy needs predominantly through renewable energy</li> </ul>
	Whole-of-life sustainability	<ul style="list-style-type: none"> <li>Examine and challenge the way we plan, design, construct and operate assets to reduce their whole-of-life impact while maintaining or improving their economic performance including: <ul style="list-style-type: none"> <li>Reducing energy demand and embodied energy in materials</li> <li>Minimising potable water use and beneficially reusing water</li> <li>Avoiding where possible clearing of valued natural areas and offsetting where impacts are realised</li> <li>Reducing the amount of materials used; favouring low impact materials</li> <li>Avoiding, reducing, reusing and recycling wastes</li> </ul> </li> </ul>
<b>Think Long Term</b> 	Climate change	<ul style="list-style-type: none"> <li>Identify and respond to climate change-related risks for new assets and regularly review risks for current assets and Transurban as a whole</li> </ul>
	Sustainable infrastructure funding	<ul style="list-style-type: none"> <li>Advocate for fair and sustainable infrastructure funding models through thought leadership, research and public discussion</li> </ul>
	Technology and innovation	<ul style="list-style-type: none"> <li>Prepare our infrastructure and the community for emerging technology including automated and electric vehicles</li> </ul>
<b>Governance</b> 	Sustainability performance benchmarking	<ul style="list-style-type: none"> <li>Require all new or upgraded assets, and operating assets in the future, to achieve sustainability performance ratings that are at least one level above the minimum from preeminent infrastructure sustainability rating organisations</li> </ul>
	Sustainable procurement	<ul style="list-style-type: none"> <li>Advance our procurement practices to align with the International Guideline for Sustainable Procurement (ISO 20400)</li> </ul>
	Financial and risk management	<ul style="list-style-type: none"> <li>Ensure fiscal and risk discipline in financial and risk management practices to maximise benefits and to deliver value to government partners, our customers and other stakeholders</li> </ul>
	Sustainability Key Performance Indicators and targets	<ul style="list-style-type: none"> <li>Establish and report on progress towards Transurban sustainability key performance indicators and targets</li> </ul>
	Sustainable Development Goals	<ul style="list-style-type: none"> <li>Report on progress towards material Sustainable Development Goals in our annual sustainability report</li> </ul>

We will monitor and report on progress towards these commitments annually via a public sustainability report.