• Customers
  - Close Net Promoter Score (NPS)
    - Customer churn
    - Ombudsman complaints
    - Energy sold
  - Services to customers
    - Dual fuel (electricity and gas) customers
    - Customers who pay a feed-in tariff
    - Community contributions
    - Customer churn and complaint summary
    - Digital adoption
    - Australia Community Funds
    - Average level of debt of customers on Staying Connected

• Communities & Relationships
  - Community contribution by program area
  - Community contribution by motivation for investment
  - Community contribution by contribution type
  - Other HSE performance indicators
  - NSF Certification

• Environment
  - Employees by location
Industry association membership fees | FY21 ESG Data Centre

- Employees by age
- Employees by employment status
- Employees by contract type
- Awarded employees
- Casual and contractor workforce
- Employees by gender
- AGL Board of Directors by gender
- Women in leadership
- Workforce diversity statistics
- Parental leave
- Internal and new hires by contract type
- Internal and new hires by seniority
- Training
- Workplace issues resolution
- Greenhouse & Energy
  - Energy consumption by primary fuel source
  - Operational greenhouse gas footprint (material sites and fuels)
  - Operational greenhouse gas footprint (by activity type)
  - Operational greenhouse gas footprint and net energy production
  - Emissions - particulates (PM2.5)
  - Emissions - particulates (PM10)
  - Emissions - sulphur dioxide (SO2)
  - Emissions - volatile organic compounds (VOC)
  - Emissions - lead (Pb)
  - Emissions - mercury (Hg)
- Water
  - Water consumption by facility
  - Water withdrawal by source
  - Managed water
  - Produced water - volume
  - Produced water - quality and disposal method
- Air
  - Air emissions - carbon monoxide (CO)
  - Air emissions - oxides of nitrogen (NOx)
  - Air emissions - particulates (PM2.5)
  - Air emissions - particulates (PM10)
  - Air emissions - sulphur dioxide (SO2)
  - Air emissions - volatile organic compounds (VOC)
- Waste
  - Site rehabilitation and restoration
- Infrastructure
  - Installed capacity of operated generation assets
  - Electricity output by primary energy source
  - Energy supply greenhouse gas footprint
- Systems & Processes
  - Energy consumption by primary fuel source
  - Operational greenhouse gas footprint (by activity type)
  - Operational greenhouse gas footprint and net energy production
  - Carbon intensity of operated and controlled generation assets
  - Emissions intensity of total revenue
- Other
  - Reportable privacy incidents
  - First tier suppliers
- FY21 ESG Data Centre
- Communities & Relationships
- Industry association membership fees

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- DATA CENTRE

- Customers
  - Net Promoter Score (NPS)
  - Customer churn
  - Ombudsman complaints
  - Energy sold
  - Services to customers
  - Dual fuel (electricity and gas) customers
  - Electricity customers paid a feed-in tariff
  - Online sales volumes
  - Digital adoption
  - Average level of debt of customers on Staying Connected
  - Customer debt
  - Customers on standing offers
  - Services per customer

- Communities & Relationships
- **Community contributions**
  - Employee Giving and event fundraising
  - Employee Volunteering
  - Powering our Community
  - AGL Community Funds
  - Community contribution by charitable cause
  - Community contribution by program area
  - Community contribution by motivation for investment
  - Community contribution by contribution type

- **Tax**
  - Effective tax rate
  - Effective tax rate reconciliation
  - Australian tax contribution summary

- **RepTrak reputation score**

- **People**

- **Safety**
  - Health and safety performance - employees
  - Health and safety performance - contractors
  - Health and safety performance - combined employees and contractors
  - Other HSE performance indicators
  - HSE Certification

- **Employee engagement**

- **Turnover**

- **Attrition by tenure**

- **Key talent retention**

- **Employees by location**

- **Employees by age**

- **Employees by employment status**

- **Employees by contract type**

- **Awarded employees**

- **Casual and contractor workforce**

- **Employees by gender**

- **AGL Board of Directors by gender**

- **Women in leadership**

- **Workforce diversity statistics**

- **Parental leave**

- **Internal and new hires by contract type**

- **Internal and new hires by seniority**

- **Training**

- **Workplace issues resolution**

- **Environment**

- **Greenhouse & Energy**
  - Energy consumption by primary fuel source
  - Operational greenhouse gas footprint (material sites and fuels)
  - Operational greenhouse gas footprint (by activity type)
  - Operational greenhouse gas footprint and net energy production
  - Carbon intensity of operated and controlled generation assets
  - Emissions intensity of total revenue
  - Revenue from green energy and carbon neutral products and services
  - Revenue from thermal coal
  - Carbon intensity of coal seam gas projects
  - Volume of flared and vented hydrocarbon
  - Equity greenhouse gas footprint
  - Energy supply greenhouse gas footprint

- **Water**
  - Water consumption by facility
Industry association membership fees

Our memberships are utilised for a broad range of purposes across the organisation, including knowledge sharing, networking, promoting industry development, and policy advocacy. We also seek to work with other parties to provide a unified industry view on energy, climate change and related policies. In May 2020 AGL conducted a review of our Industry Associations memberships, the results of which can be found here.

<table>
<thead>
<tr>
<th>Industry association</th>
<th>Membership fees paid during FY21 (GST inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australasian Investor Relations Association</td>
<td>$6,006</td>
</tr>
<tr>
<td>Industry association</td>
<td>Membership fees paid during FY21 (GST inclusive)</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Australian Alliance to Save Energy</td>
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<tr>
<td>Australian Battery Recycling Initiative</td>
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<tr>
<td>Australian Energy Council</td>
<td>$425,000</td>
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<tr>
<td>Australian Financial Market Association</td>
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<tr>
<td>Australian Hotels Association WA</td>
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<tr>
<td>Australian Industry Group</td>
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<td>Australian Network on Disability</td>
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<tr>
<td>Australian Pipeline and Gas Association</td>
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<td>Business Council of Australia</td>
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<td>Business SA^</td>
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<td>Central Gippsland Essential Industries Group</td>
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<td>Chamber of Commerce &amp; Industry WA</td>
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<tr>
<td>Changing Places HR Services Pty Ltd t/a Parents</td>
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<td>CIGRE</td>
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<td>Committee for Economic Development of Australia</td>
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<td>Committee for Gippsland</td>
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<td>Corporate Tax Association</td>
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<td>Diversity Council Australia Limited</td>
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<td>Electric Vehicle Council of Australia</td>
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<td>Energy Users Association of Australia</td>
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<td>Global Compact Network Australia</td>
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<td>Industry Partners Australia</td>
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<td>International Gas Union</td>
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<td>Kwinana Industries Council</td>
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<td>Muswellbrook Chamber of Commerce</td>
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<tr>
<td>Pride in Diversity</td>
<td>$6,600</td>
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<tr>
<td>Reliable Affordable Clean Energy (RACE) for 2030 Cooperative Research Centre</td>
<td>$100,000 Plus minimum 1.0 FTE in kind annually</td>
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<tr>
<td>Restaurant &amp; Catering Association WA</td>
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<tr>
<td>Singleton Business Chamber</td>
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<tr>
<td>The Carbon Market Institute</td>
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<td>Weather Risk Management Association</td>
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<td>Weld Australia</td>
<td>$33,755</td>
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<tr>
<td>Workplace Giving Australia</td>
<td>$5,500</td>
</tr>
</tbody>
</table>

**Notes**

- ^AGL Energy paid the FY21 membership fees in FY22

- During FY21, AGL Energy has made contributions to various (non-government) industry associations for work done on particular issues or projects. These contributions are not included above. In addition, the associations are not included above except where AGL Energy has also paid annual membership fees to them.

- Due to the continuing integration of Click Energy Group Holdings Pty Ltd, some of their industry association memberships may not been included in this list. In addition, due to resource constraints, a small number of minor industry association memberships may not be included in the above list.

- AGL Energy’s view may differ on some issues from the industry groups to which we belong. Where this occurs on material issues, we aim to ensure that stakeholders are aware of these differences of
view.

- During FY21, the key area where AGL Energy's views differed to those of the industry associations of which we are (or were) a member was climate change policy. There is general agreement among AGL Energy and our industry associations about the principles that should guide Australia’s greenhouse gas emission reduction targets and climate change policy framework. There is also general agreement that Australia’s climate change objectives are most efficiently managed at a national level, rather than by state governments developing jurisdictional targets and policies. There may, however, be some disagreement among these associations about the particular mechanisms to achieve these outcomes and the prioritisation of particular principles to guide the policy pathway, with different organisations prioritising industry competitiveness, the use of market-based mechanisms, accelerating the use of renewable energy, energy affordability, policy stability, or the integration of climate change and renewable energy policies. Most organisations agree that a sectoral approach for electricity generation is appropriate.

- During FY21 there were no industry associations that AGL Energy chose not to renew its membership of on the basis of ongoing monitoring of the positions held by the industry association.

**GRI Reference: 102-13; 102-42**