

A man with a beard, wearing a grey cap and a yellow t-shirt with black suspenders, stands in a field of tall, golden-brown grass. He is holding a tablet computer in his hands and looking off to the side. The background shows rolling hills under a bright, hazy sky with the sun low on the horizon, creating a warm, golden light.

2025 **SUSTAINABILITY DATA BOOK**



ABOUT THIS DOCUMENT

2025 Sustainability Data Book

This Sustainability Data Book provides a summary of key non-financial (sustainability) performance metrics included in the Annual Report 2025, covering NBN Co's performance, across outputs of the Company's value creation model:

- **Upgrade and expand the network**
- **Support greater use of the network**
- **Enhance RSP and customer experience**
- **A safe, inclusive and engaged workforce**
- **Protected environment**

For details on financial performance (related to 'Deliver commercial value') see the 2025 Annual Report.

This Sustainability Data Book should be read in conjunction with the 2025 Annual Report for further commentary on NBN Co's sustainability performance.

How we deliver and measure value across the six value creation areas is outlined in the 2025 Annual Report (refer to pages 18 to 19).

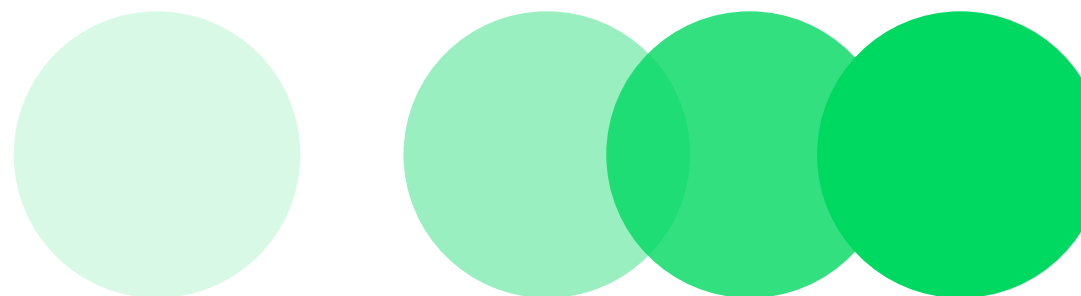
This is the fourth year NBN Co has prepared and published a summary of non-financial (sustainability) performance metrics. Some metrics have only recently been calculated and monitored. Historical data from FY21 up to FY24 has been included where data has been disclosed in previous Annual Reports. Where metrics included in this Sustainability Data Book have been subject to limited assurance or reasonable assurance in FY25, this has been stated. Unless indicated, results in this Sustainability Data Book have not been subject to external assurance.

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.



In the spirit of reconciliation NBN Co acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all First Nations peoples today.





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UPGRADE AND EXPAND THE NETWORK

Metric	Unit	FY21	FY22	FY23	FY24	FY25
Premises ready to connect (RTC)	Number	12.0m	12.13m	12.29m	12.44m	12.56m
Premises able to access nbn® Home Ultrafast speed tier plans ¹	Number	3.9m	5.24m	6.90m	8.84m	9.76m
Total capacity on the Fixed Wireless network	Tbps ²	N/A	N/A	2.12	4.20	6.43
Average monthly network availability ³	Percentage	99.96%	99.95%	99.97%	99.96%	99.94%
Total data downloaded via the nbn® Fixed Wireless network ^{4,5,6}	Petabytes	N/A	N/A	N/A	1,796	1,921
Homes and businesses connected to a nbn® Fixed Wireless^{4,5} wholesale download speed tier^{6,7,8}						
Less than 50 Mbps	Number	N/A	N/A	N/A	154,254	148,926
50 Mbps up to 100 Mbps	Number	N/A	N/A	N/A	244,240	234,345
100 Mbps+ ⁸	Number	N/A	N/A	N/A	12	14,363

- Regardless of the retail service purchased, the actual speeds delivered will be less than 1 Gbps due to equipment and network limitations.
- Terabytes per second (Tbps).
- Percentage of time the nbn® access 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 network upgrades and improvements or events beyond NBN Co's control.
- The nbn® Fixed Wireless network is primarily used to service Underserved Regional and Remote Communities⁵, with a limited portion of the nbn® Fixed Wireless network extending to areas classified as Metropolitan.
- Underserved Regional and Remote Communities include people living in communities that are located outside the Metropolitan Area and who have access to lower quality broadband services:
 - Metropolitan Area - As defined under NBN Co's Wholesale Broadband Agreement, Metropolitan Area means an area within an Urban Area which is within a capital city metropolitan boundary, or specified as a "Metropolitan Area" by NBN Co from time to time.
 - Urban Area means an urban centre with a population equal to or greater than 10,000 people. Refer to the Wholesale Broadband Agreement Dictionary for further details.
 - Lower quality broadband services - include broadband services being upgraded to meet or exceed the expectations of the Australian Government.
- Limited assurance over metric for both FY24 and FY25 reporting period - see Appendix of this document for further details.
- Through its Wholesale Broadband Agreement (WBA) NBN Co offers RSPs a range of AVC TC-4 bandwidth profiles or 'speed tiers' for connections using nbn® Fixed Wireless network, as detailed in the NBN Co Wholesale Broadband Agreement Product Description. These speed tiers reference both download and upload information rates or 'speeds', which may be either a peak information rate or a potential maximum wholesale speed (for further information see the WBA). This metric groups multiple speed tiers in each reported category using the peak or potential maximum download speed capability described in the wholesale speed tier; for example, a speed tier with a contractual download peak information rate of 25 Mbps will be included in the less than 50 Mbps category.
- Note this metric does not reference the wholesale download speeds measured or actual download speeds experienced at each premises. End User experience, including the speeds actually achieved over the nbn® Fixed Wireless network, depends on many factors including the retailer's configuration and plan over which services are delivered to the premises, whether the user is using the internet during typical busy periods (such as evenings) when more people are online, and some factors outside NBN Co's control (like how far away an end user's premises is located from the transmission tower, signal reception, and end user equipment quality, software, Wi-Fi, and cabling).

SUPPORT GREATER USE OF THE NETWORK

Metric	Unit	FY21	FY22	FY23	FY24	FY25
Homes and Businesses Connected ⁹	Number	8.2m	8.52m	8.56m	8.61m	8.63m
Active services on a 100+ Mbps speed mix	Percentage	N/A	N/A	N/A	24%	32%
Total cumulative fibre upgrade connections	Number	N/A	N/A	89,000+	375,000+	805,000+
Average wholesale service speed ¹⁰	Mbps	N/A	59.39	66.13	76.64	98.71
Business Fibre Zones ¹¹	Number	240	304	321	322	322

9. Limited assurance over metric in FY25 reporting period - see Appendix of this document for further details.

10. Average TC4 wholesale service speed. Your experience, including the speeds actually achieved, depends on many factors, including whether you are using the internet during the busy periods (7pm - 11pm), the number of people in your household online at the same time, and some factors outside of NBN Co's control (like your equipment quality and set-up, chosen broadband plan, age of device(s) and/or how your provider designs its network).

11. Cumulative number of Business Fibre Zones across Australia.

ENHANCE RSP AND CUSTOMER EXPERIENCE

Metric	Unit	FY21	FY22	FY23	FY24	FY25
Average number of faults per 100 premises per year ¹²	Number	N/A	N/A	8.9	7.8	7.4
Service faults resolved within agreed timeframes ¹³	Percentage	N/A	88%	92%	90%	91%
Families connected via the School Student Broadband Initiative	Number	N/A	N/A	952	13,997	30,000+

12. The number of faults on the nbn[®] access network per 100 premises (excluding faults within 10 business days of the connection). This measure tracks individual service faults, not network related faults which are tracked separately. It excludes faults not related to the nbn[®] access network.

13. The percentage of time NBN Co resolves accepted faults within NBN Co's target timeframes with phone and internet providers. This measure tracks individual service faults, not network related faults which are tracked separately. The fault restoration measure does not include restoration for faults reported to us relating to priority assistance faults or enhanced faults, network upgrades and improvements, and events beyond NBN Co's control. NBN Co's target timeframes apply to faults raised by phone and internet providers and accepted by NBN Co and vary depending on the location of the premises, and are different for the Sky Muster[®] satellite network.

A SAFE, INCLUSIVE AND ENGAGED WORKFORCE

Metric	Unit	FY21	FY22	FY23	FY24	FY25
Employee engagement score	Percentage	76%	81%	78%	77%	81%
Female representation in management ¹⁴	Percentage	33%	32.4%	34.3%	36.1%	36.5%
Gender pay gap ¹⁵	Percentage	<1%	1.1%	(0.85%)	(1.89%)	(5.1%)
Total Recordable Injury Frequency Rate (TRIFR) ¹⁶	Frequency rate	2.17	2.34	2.36	4.21	6.41
Lost Time Injury Frequency Rate (LTIFR) ¹⁷	Frequency rate	N/A	N/A	0.60	1.11	1.31
NBN Co overall frequency of incidents with the potential to cause serious harm ¹⁸	Frequency rate	0.7	0.6	0.69	0.74	0.80
Serious harm HSE incidents ¹⁹	Number	0	0	0	0	0
Health and safety incidents notified to Comcare ²⁰	Number	13	13	15	23	26
Voluntary Turnover	Percentage	N/A	N/A	4.7%	4.6%	4.6%

14. Management is defined as those employees in a Senior Manager grade or above, including Executive Manager, General Manager, Executive General Manager, and CEO/Executive Committee. Limited assurance over metric in FY25 - see Appendix of this document for further details.

15. The calculation methodology used by NBN Co for the gender pay gap metric is currently calculated using an internal calculation methodology. This differs to the Workplace Gender Equality Agency (WGEA) methodology, which NBN Co participates in. For more information about NBN Co's calculation methodology of this metric see Appendix of this document. Limited assurance over metric in FY25 - see Appendix of this document for further details.

16. TRIFR is the total number of recordable injuries per million hours worked in a rolling 12-month period. TRIFR includes work related injuries that relate to an NBN Co workplace or NBN Co activity undertaken by an NBN Co employee, contractor or delivery partner (DP) 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. Limited assurance over metric in FY25 - see Appendix of this document for further details.

17. LTIFR is the total number of lost time injuries per million hours worked in a 12-month rolling period. LTIFR includes work related injuries that relate to a NBN Co workplace or NBN Co activity undertaken by an NBN Co employee, contractor, or delivery partner (DP) that resulted in the injured person deemed medically unfit to work for at least one full day/shift following the incident. Fatalities and permanent disability injury/illness are also classified as an LTI. Limited assurance over metric in FY25 - see Appendix of this document for further details.

18. Total number of potential serious harm incidents per million hours worked includes incidents with a potential consequence of 'severe' but excludes incidents with an actual consequence of 'severe'. Serious harm incidents are those resulting in a severe consequence such as a fatality or permanent disabling injury.

19. Serious harm HSE incidents are those resulting in a severe consequence such as fatality or permanent disabling injury.

20. Comcare is the national authority for work health and safety, and workers' compensation.

PROTECTED ENVIRONMENT

Metric ²¹	Unit	FY21	FY22	FY23	FY24	FY25
Reduce absolute Scope 1 and 2 GHG emissions by 95 per cent by FY30, from a FY21 base year	Percentage	N/A	N/A	16%	19%	30%
80 per cent of suppliers by spend will have science-based targets by FY27²²	Percentage	N/A	N/A	57%	56%	56%
Reduce Scope 3 GHG emissions from use of sold products by 60 per cent per device by FY30, from a FY21 base year	Percentage	N/A	N/A	15%	23%	28%
Renewable energy purchases²³	Percentage	18.9%	18.5%	18.8%	22.4%	35.1%
Total energy consumed (operational control)²⁴	GJ	1,515,814	1,507,698	1,487,169	1,538,788	1,587,532
Scope 1 GHG emissions (operational control)²⁵	ktCO ₂ -e	4	4	4	6	7
Scope 2 GHG emissions (operational control: location-based)²⁵	ktCO ₂ -e	325	315	278	269	266
Total Scope 1 and 2 emissions (operational control: location based)²⁴	ktCO ₂ -e	329	319	282	274	272
Total Scope 2 emissions (financial control: market-based)²⁶	ktCO ₂ -e	285	272	239	228	196
Total of selected Scope 3 emissions (financial control)^{26,27}	ktCO ₂ -e	1,332	1,305	1,177	1,405	1,431
Energy intensity (financial control)²⁶	kWh/TB	11.42	9.07	8.25	7.76	7.38
Emissions intensity (financial control: market-based)²⁶	kgCO ₂ -e/TB	8.87	6.88	5.59	4.88	3.88
Network assets recovered for refurbishment and reused within the network	Number	N/A	N/A	112,000+	117,000+	163,000+

21. Greenhouse gas emissions numbers in this table are rounded. For more information about NBN Co's calculation methodologies for the metrics included within this table, see Appendix of this document.

22. FY24 progress has been restated to incorporate updated inventory data for Categories 1 (Purchased goods and Services), 2 (Capital goods) and 4 (Upstream Transportation and Distribution). These updates reflect refinements in the spend-based data used within these categories, helping to improve accuracy.

23. Renewable energy purchases are estimates and include Clean Energy Regulator's Renewable Energy Target (RET).

24. Reasonable external assurance obtained over metric in FY25 – For more information about NBN Co's calculation methodology see Appendix of this document.

25. For more information about NBN Co's calculation methodology of this metric see Appendix of this document.

26. Limited assurance over metric in FY25. For more information about NBN Co's calculation methodology see Appendix of this document.

27. Scope 3 GHG emissions for FY24 have been restated to incorporate updated inventory data for Categories 1 (Purchased goods and Services), 2 (Capital goods) and 4 (Upstream Transportation and Distribution). These updates reflect refinements in the spend-based data used within these categories, helping to improve accuracy.

PROTECTED ENVIRONMENT (CONT'D)

Metric	Unit	FY21	FY22	FY23	FY24	FY25
Recycling (Total) ²⁸	Tonnes	148.39	117.9	149.4	119.4	455.17
Network Waste - e-waste, batteries, scrap metal, network cable	Tonnes	74.7	20.5	34.8	40.6	159.66
Non-network Waste - paper, cardboard, mixed packaging, timber	Tonnes	73.69	97.4	114.6	78.8	295.51
Energy Recovery ²⁸	Tonnes	N/A	N/A	N/A	10.8	10.77
Landfill ²⁸	Tonnes	70.39	72.0	79.7	91.0	187.53
Total Waste Generated ²⁸	Tonnes	N/A	192.0	229.1	220.8	653.47
Waste Diversion Rate ²⁸	Percentage	52%	62%	65%	59%	70%
Environmental incidents and hazards	Number	N/A	N/A	16	18	21
Fines, prosecutions, penalty notice or official cautions under environmental or cultural heritage regulations	Number	0	1	0	0	0

28. Waste data prior to FY25 is provided only for NBN Co operational sites (including network technical sites, depots and offices) for which there is complete and reliable data. From FY25 waste data is provided for both NBN Co operational sites (including network technical sites, depots and offices) and third-party logistics sites (including major warehouses and distributions) for which there is complete and reliable data.



APPENDIX

NBN Co non-financial (sustainability) metrics: Calculation methodology

1 ABOUT THIS DOCUMENT

This document details the basis on which the quantitative metrics that are subject to assurance procedures and included in NBN Co Limited's Annual Report, NBN Co Sustainability Data Book and NBN Co Reporting Index. This document describes the calculation boundaries, methodologies, assumptions and key references used in the preparation of the FY25 non-financial (sustainability) metrics.

Non-financial (sustainability) metrics were subject to either limited or reasonable assurance in FY25 as outlined in Table 1 on the following page.

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Table 1
Summary of non-financial (sustainability) metrics subject to assurance in FY25

FY25 non – financial (Sustainability) metrics subject to assurance			
Value Creation Output	Non-financial (sustainability) metric	Unit	Assurance
Upgrade and expand the network	Total data downloaded via the nbn® Fixed Wireless network ^{1,2}	Petabytes	Limited
	Homes and businesses connected to a nbn® Fixed Wireless ^{1,2} wholesale download speed tier ³ of “less than 50 Mbps”, “50 Mbps up to 100 Mbps”, and “100 Mbps+” ⁴	Number of homes and businesses connected to each wholesale download speed tier	Limited
Support greater use of network	Homes and businesses connected	Number of homes and businesses connected	Limited
A safe, inclusive and engaged workforce	Total Recordable Injury Frequency Rate (TRIFR)	Total rate	Limited
	Lost Time Injury Frequency Rate (LTIFR)	Total rate	Limited
	Gender Pay Gap	As a percentage	Limited
	Female representation in management	As a percentage	Limited
Protected environment	Total Scope 1 and 2 emissions (operational control: location-based)	ktCO ₂ -e	Reasonable
	Total energy consumed (operational control)	GJ	Reasonable
	Total Scope 2 emissions (financial control: market-based)	ktCO ₂ -e	Limited
	Energy intensity (financial control)	kWh/TB	Limited
	Emissions intensity (financial control: market-based)	kgCO ₂ -e/TB	Limited
	Total of selected Scope 3 emissions (financial control)	ktCO ₂ -e	Limited

1. The nbn® Fixed Wireless network is primarily used to service Underserved Regional and Remote Communities², with a limited portion of the nbn® Fixed Wireless network extending to areas classified as Metropolitan.

2. Underserved Regional and Remote Communities include people living in communities that are located outside the Metropolitan Area and who have access to lower quality broadband services:

- Metropolitan Area - As defined under NBN Co's Wholesale Broadband Agreement, Metropolitan Area means an area within an Urban Area which is within a capital city metropolitan boundary, or specified as a “Metropolitan Area” by NBN Co from time to time.
- Urban Area means an urban centre with a population equal to or greater than 10,000 people. Refer to the Wholesale Broadband Agreement Dictionary for further details.
- Lower quality broadband services - include broadband services being upgraded to meet or exceed the expectations of the Australian Government.

3. Through its Wholesale Broadband Agreement (WBA) NBN Co offers RSPs a range of AVC TC-4 bandwidth profiles or ‘speed tiers’ for connections using nbn® Fixed Wireless network, as detailed in the NBN Co Wholesale Broadband Agreement Product Description. These speed tiers reference both download and upload information rates or ‘speeds’, which may be either a peak information rate or a potential maximum wholesale speed (for further information see the WBA). This metric groups multiple speed tiers in each reported category using the peak or potential maximum download speed capability described in the wholesale speed tier; for example, a speed tier with a contractual download peak information rate of 25 Mbps will be included in the less than 50 Mbps category.

4. Note this metric does not reference the wholesale download speeds measured or actual download speeds experienced at each premises. End User experience, including the speeds actually achieved over the nbn® Fixed Wireless network, depends on many factors including the retailer's configuration and plan over which services are delivered to the premises, whether the user is using the internet during typical busy periods (such as evenings) when more people are online, and some factors outside NBN Co's control (like how far away an end user's premises is located from the transmission tower, signal reception, and end user equipment quality, software, Wi-Fi, and cabling).



A copy of PwC's independent assurance statement can be found in NBN Co Limited's 2025 Annual Report.

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UPGRADE AND EXPAND THE NETWORK

Metrics subject to assurance procedures in FY25 are total data downloaded via the nbn[®] Fixed Wireless network^{5,6} and homes and businesses connected to a nbn[®] Fixed Wireless⁵⁶ wholesale download speed tier⁷ of “less than 50 Mbps”, “50 Mbps up to 100 Mbps”, and “100 Mbps+”⁸. These metrics are assured for both the 30 June 2024 and 30 June 2025 reporting period.

Description: Total data downloaded via the nbn[®] Fixed Wireless network^{5,6}

Units	Petabytes
Calculation methodology	The total data downloaded (in petabytes) across nbn [®] 's Fixed Wireless network during a given reporting period.

Description: Homes and businesses connected to a nbn[®] Fixed Wireless^{5,6} wholesale download speed tier⁷ of “less than 50 Mbps”, “50 Mbps up to 100 Mbps”, and “100 Mbps+”⁸

Units	<ul style="list-style-type: none"> Number of homes and businesses connected on a wholesale download speed tier of less than 50 Mbps Number of homes and businesses connected on a wholesale download speed tier of 50 Mbps up to 100 Mbps Number of homes and businesses connected on a wholesale download speed tier of 100 Mbps+
Calculation methodology	The number of homes and businesses connected to a Fixed Wireless plan over the nbn [®] access network through a phone and internet provider by wholesale download speed tier on the last day of the reporting period. Wholesale speed tiers are categorised into “less than 50 Mbps”, “50 Mbps up to 100 Mbps”, and “100 Mbps+”. Data is sourced from NBN Co operational systems.

5. Refer to footnote 1 on page 10.

6. Refer to footnote 2 on page 10.

7. Refer to footnote 3 on page 10.

8. Refer to footnote 4 on page 10.

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SUPPORT GREATER USE OF THE NETWORK

The metric subject to assurance procedures is the total number of homes and businesses connected as at 30 June 2025.

Description: Homes and businesses connected

Units	Number of homes and businesses connected
Calculation methodology	The number of homes and businesses connected to a plan over the nbn [®] access network through a phone and internet provider (rounded to the nearest 100,000) as at 30 June 2025. Data is sourced from NBN Co operational systems.

4 A SAFE, INCLUSIVE AND ENGAGED WORKFORCE

Metrics subject to assurance procedures are Female representation in management, Gender pay gap, Total Recordable Injury Frequency Rate (TRIFR) and Lost Time Injury Frequency Rate (LTIFR) as at 30 June 2025.

Description: Gender pay gap	
Inclusions/exclusions	Includes: All employees (permanent and fixed term) Excludes: Employees who have not elected to identify as either male or female
Units	Percentage of gender pay gap
Calculation methodology	<p>Gender pay gap⁹ is calculated as the difference between the average male annualised total fixed remuneration (TFR) and the average female annualised TFR divided by the average male annualised TFR as at period end.</p> <p>Total fixed remuneration includes base salary and superannuation but excludes bonuses or other discretionary remuneration. Proportional full-time equivalent of TFR is annualised in the calculation.</p> <p>$(\text{Average Male Annualised TFR} - \text{Average Female Annualised TFR}) / \text{Average Male Annualised TFR}$</p>

9. The calculation methodology used by NBN Co for the gender pay gap metric is calculated using an internal calculation methodology as described here. This differs to the Workplace Gender Equality Agency (WGEA) methodology, which NBN Co participates in.

Description: Female representation in management	
Inclusions/exclusions	Includes: All female employees (permanent and fixed term) in management positions Excludes: Employees who have not elected to identify as either male or female
Units	Percentage of females in management
Calculation methodology	<p>Female representation in management is the number of females in management positions expressed as a percentage of total management positions at the period end.</p> <p>Management is defined as those employees in a Senior Manager grade or above, including Executive Manager, General Manager, Executive General Manager, and CEO/Executive Committee.</p>

Description: Total Recordable Injury Frequency Rate (TRIFR)	
Units	Total number of recordable injuries per million hours worked
Calculation methodology	<p>Total Recordable Injury Frequency Rate (TRIFR) is the total number of recordable injuries per million hours worked in a rolling 12-month period. TRIFR includes work related injuries that relate to an NBN Co workplace or NBN Co activity undertaken by an NBN Co employee, contractor or delivery partner (DP) 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.</p>

Description: Lost Time Injury Frequency Rate (LTIFR)	
Units	Total number of lost time injuries per million hours worked
Calculation methodology	<p>Lost Time Injury Frequency Rate (LTIFR) is the total number of lost time injuries per million hours worked in a 12-month rolling period. LTIFR includes work related injuries that relate to a NBN Co workplace or NBN Co activity undertaken by an NBN Co employee, contractor, or delivery partner (DP) that resulted in the injured person deemed medically unfit to work for at least one full day/shift following the incident. Fatalities and permanent disability injury/illness are also classified as an LTI.</p>

5 PROTECTED ENVIRONMENT

Environmental metrics subject to assurance procedures are the Total scope 1 and 2 emissions, Total energy consumed, Total scope 2 emissions, Energy Intensity, Emissions Intensity and Total scope 3 emissions as at 30 June 2025.

The Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard¹⁰ (The GHG Protocol) classifies corporate GHG emissions into three ‘scopes’.

- **Scope 1 emissions** are direct greenhouse gas (GHG) emissions from operations that are owned or controlled by the reporting company (e.g. for NBN Co, emissions from fuel consumed by vehicles in logistics).
- **Scope 2 emissions** are indirect emissions from the generation of purchased energy consumed by a company (e.g. emissions from electricity NBN Co buys from the grid).
- **Scope 3 emissions** are all other indirect emissions (not included in Scope 2) that occur in the value chain of the reporting company (e.g. for NBN Co, emissions from purchased goods and services, use of sold products).

GHG emissions for NBN Co are calculated using methodologies consistent with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard¹⁰, with reference to the additional guidance provided in the GHG Protocol: Scope 2 Guidance (amendment to GHG Protocol), Corporate Value Chain (Scope 3) Accounting and Reporting Standard (Scope 3 Standard)¹¹ and Technical Guidance for Calculating Scope 3 Emissions (Scope 3 Guidance)¹¹ as appropriate.

The National Greenhouse Accounts (NGA) Factors¹² have been set as the default source for factors, which draw on the National Greenhouse and Energy (Measurement) Determination 2008 (“the NGER (Measurement) Determination”) methodologies. This ensures consistency with the GHG emissions inventory with the Section 19 of the National Greenhouse and Energy Reporting Act 2007 (“the NGER Act”)¹³.

Where NGA factors cannot be used for an emission source NBN Co relies on third party emission factors that are consistent with GHG Protocol methodologies.

For reporting NBN Co has, in some instances relied upon estimations where measured or reported data was not available as of 30th June 2025.

10. The GHG Protocol Corporate Accounting and Reporting Standard, Scope 2 Guidance, Scope 3 Standard and Scope 3 Guidance are published by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), and were developed with the aim of providing a standardised approach and set of principles for companies to use in preparing GHG emissions inventories. <https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf>

11. Technical Guidance for Calculating Scope 3 Emissions (version 1.0) – Supplement to the Corporate Value Chain (Scope 3) Accounting & Reporting Standard https://ghgprotocol.org/sites/default/files/standards/Scope3_Calculation_Guidance_0.pdf

12. <https://www.dcceew.gov.au/climate-change/publications/national-greenhouse-accounts-factors-2024>

13. Section 19 of the National Greenhouse and Energy Reporting Act 2007 (“the NGER Act”) National Greenhouse and Energy Reporting Act 2007 ([legislation.gov.au](https://www.legislation.gov.au))

Organisational boundary

The GHG Protocol outlines two control options available to entities in defining emissions boundaries:

- **Financial control** - A company has financial control over the operation if the former has the ability to direct the financial and operating policies of the latter with a view to gaining economic benefits from its activities. A financial control approach has been used to align NBN Co's reporting with international frameworks including CDP, RE100, Science Based emission reduction target setting and intensity calculations for Sustainability Bond reporting.
- **Operational control** - A company has operational control over an operation if the former or one of its subsidiaries has the full authority to introduce and implement its operating policies at the operation. NBN Co has aligned with specific interpretation on operational control as per the National Greenhouse and Energy Reporting (NGER) Act 2007 and used for submission to the Clean Energy Regulator (NGER Act Reporting).

Scope 1 emissions

Description: Total GHG emissions released to the atmosphere as a direct result of an activity, or series of activities under NBN Co's operational control.

Inclusions/exclusions	All assets under NBN Co's operational control, as defined in NGER Act Fugitive emissions associated with refrigerants have not been included in line with the NGER Act as they are below reporting thresholds, equating to less than 1% of NBN Co's combined scope 1 and scope 2 emissions.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Scope 1 emissions are calculated for all relevant sources which includes emissions from: a) stationery diesel use and b) fuel consumed by vehicles in logistics (diesel and gasoline). GHG emissions & energy are calculated in accordance with the methodology under the NGER Act. NGA Factors have been set as the default source for factors and methodologies for consistency with the GHG emissions inventory/compliance with the NGER Act.

Scope 2 emissions – Operational control – Location based

Description: Total emissions released to the atmosphere from GHG emissions associated with the third-party generation of electricity consumed in activities under NBN Co's operational control.

Inclusions/exclusions	All assets under NBN Co's operational control, as defined in the National Greenhouse and Energy Reporting Act 2007 (NGER Act)
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Scope 2 emissions are calculated for all relevant sources which includes emissions from electricity consumed. GHG emissions & energy are calculated in accordance with the methodology under the NGER Act. NGA Factors have been set as the default source for factors and methodologies for consistency with the GHG emissions inventory/compliance with the NGER Act.

Scope 2 emissions – Financial control – Market-based

Description: Total emissions released to the atmosphere from GHG emissions associated with the third-party generation of electricity consumed in activities under NBN Co's financial control.

Inclusions/exclusions	All assets where NBN Co directly pays for electricity, as per The Greenhouse Gas Protocol Scope 2 Guidance. Excludes electricity use for assets under operational control as defined by NGER Act where third parties pay for electricity.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Scope 2 emissions are calculated for all relevant sources which includes emissions from electricity purchased and consumed. Scope 2 market-based emissions reflect the generation fuel mix from which the reporting company contractually purchases electricity and/or is directly provided electricity via a direct line transfer. NGA factors are used to calculate Scope 2 market-based emissions.

Emissions intensity - Financial control - Market-based

Description: Measure of emissions per unit of activity, using data traffic volumes (i.e. emissions per unit of activity).

Inclusions/exclusions	Only Scope 2 emissions have been included. Emissions calculated using market-based methodology under a financial control boundary as per The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. Terabyte of data downloaded used as unit of activity.
Units	GHG emissions per terabyte (TB) of data downloaded (kgCO ₂ -e/TB)
Calculation methodology	The methodology uses the total Scope 2 emissions generated by the NBN Co network in a given reporting year under a financial control boundary and market-based calculation method in kilograms of carbon dioxide equivalents divided by the total data downloaded by the NBN Co network in terabytes in the reporting year.

Total Energy Consumed

Description: Energy consumption related to GHG emissions released directly (Scope 1) and associated with the third-party generation of electricity consumed (Scope 2) in activities under NBN Co's operational control.

Inclusions/exclusions	All assets under NBN Co's operational control, as defined in NGER Act are included.
Units	Gigajoules (GJ)
Calculation methodology	Activity related data converted to gigajoules. NGA factors are used to convert activity data into energy consumed.

Energy intensity - Financial control

Description: Measure of energy per unit of activity, using data traffic volumes (i.e. energy consumed per unit of activity).

Inclusions/exclusions	Only Scope 2 energy have been included (i.e. electricity use) under a financial control boundary as per The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. Terabyte of data downloaded used as unit of activity.
Units	kWh per terabyte (TB) of data downloaded
Calculation methodology	The methodology uses the total electricity consumed by the NBN Co network in a given reporting year under a financial control boundary in kilowatt hours divided by the total data downloaded by the NBN Co network in terabytes in the reporting year.

Scope 3 emissions

Scope 3 emissions are all indirect emissions (not included in Scopes 1 or 2) that occur from a company's operations and in a company's value chain, including both upstream and downstream emissions.

- Upstream emissions are indirect GHG emissions related to purchased or acquired goods and services;
- Downstream emissions are indirect GHG emissions related to use of sold products and downstream transportation.

The Scope 3 Guidance¹¹ further categorises Scope 3 emissions into fifteen distinct categories. NBN Co conducted a comprehensive review of its scope 3 emissions inventory to estimate emissions created across its value chain to determine relevant scope 3 categories as stipulated in GHG Protocol¹⁰. Based on the categorical relevance NBN Co reports Scope 3 emissions for categories 1, 2, 3, 5, 6, 7, 4, 11. Category 4 figures are included in Category 1 and 2 calculations. NBN Co emissions inventory has been developed in alignment with the Scope 3 Standard¹¹ where applicable, supported by the Scope 3 Guidance¹¹. Methodology descriptions are given only for categories that are included in NBN Co's scope 3 inventory.

Scope 3 standard emissions categories

Description: Scope 3 category 1 – Purchased goods and services – Spend based method	
Inclusions/exclusions	This category includes extraction, production, and transportation of goods and services purchased or acquired in the reporting year, not otherwise included in the upstream portion of the scope 3 inventory or Scope 1 and 2 inventories.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	<p>A 'supplier spend based approach' as permitted in Scope 3 Standard has been adopted by nbn for calculating emissions from this scope 3 category. The supplier spend based method uses a national accounts input-output (NA I/O) approach. Annual spend data is extracted from internal financial systems and mapped to suppliers and their country of operation and summarised against relevant spend categories. Applicable emission factors are then sourced from Exiobase via SimaPro. For each Exiobase category, NBN Co manually mapped a NA I/O table product group. Based on this mapping, a ratio of basic price to purchaser price was applied to adjust invoice amounts. Emissions were estimated at the level of 'Sector' based on the basic expenditure amount multiplied by the inflation-adjusted emission factor for the Exiobase category the 'Sector' has been mapped to.</p> <p>For FY25 Exiobase v3.3.16b factors using SimaPro software v9.5.0.0 were applied. These factors were extracted during May – June 2023. These factors were then adjusted to reflect inflation through to the end of the reporting period using a combination of RBS (Reserve Bank of Australia Inflation Calculator) and ABS Monthly Consumer Price Index Indicator.</p>

Description: Scope 3 category 2 – Capital goods – Spend based method	
Inclusions/exclusions	Extraction, production, and transportation of capital goods purchased or acquired in the reporting year.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	<p>A 'supplier spend based approach' as permitted in Scope 3 Standard has been adopted by nbn for calculating emissions from this scope 3 category. The supplier spend based method uses a national accounts input-output (NA I/O) approach. Annual spend data is extracted from internal financial systems and mapped to suppliers and their country of operation and summarised against relevant spend categories. Applicable emission factors are then sourced from Exiobase via SimaPro. For each Exiobase category, NBN Co manually mapped a NA I/O table product group. Based on this mapping, a ratio of basic price to purchaser price was applied to adjust invoice amounts. Emissions were estimated at the level of 'Sector' based on the basic expenditure amount multiplied by the inflation-adjusted emission factor for the Exiobase category the 'Sector' has been mapped to.</p> <p>For FY25 Exiobase v3.3.16b factors using SimaPro software v9.5.0.0 were applied. These factors were extracted during May – June 2023. These factors were then adjusted to reflect inflation through to the end of the reporting period using a combination of RBS (Reserve Bank of Australia Inflation Calculator) and ABS Monthly Consumer Price Index Indicator.</p>

10. The GHG Protocol Corporate Accounting and Reporting Standard, Scope 2 Guidance, Scope 3 Standard and Scope 3 Guidance are published by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), and were developed with the aim of providing a standardised approach and set of principles for companies to use in preparing GHG emissions inventories. <https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf>

11. Technical Guidance for Calculating Scope 3 Emissions (version 1.0) – Supplement to the Corporate Value Chain (Scope 3) Accounting & Reporting Standard https://ghgprotocol.org/sites/default/files/standards/Scope3_Calculation_Guidance_0.pdf

Description: Scope 3 category 3 – Fuel and energy related activities - Average data method

Inclusions/exclusions	Includes scope 3 emissions related to electricity and energy use, not already captured in Scope 1 & 2 under a financial control approach. Excludes scope 3 related energy use such as Category 11 Use of Sold products.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	This category includes scope 3 emissions accruing from the use of electricity and fuels, not already captured in Scope 1 & 2. Market based emission factors were used, sourced from the NGA factors.

Description: Scope 3 category 4 – Upstream transportation and distribution¹⁴ – Spend based method

Inclusions/exclusions	This category includes transportation and distribution of devices or equipment used by NBN Co in the reporting year serviced out of NBN Co's operations, including storage (in facilities not owned or controlled by NBN Co).
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	<p>A 'supplier spend based approach' as permitted in Scope 3 Standard has been adopted by nbn for calculating emissions from this scope 3 category. The supplier spend based method uses a national accounts input-output (NA I/O) approach. Annual spend data is extracted from internal financial systems and mapped to suppliers and their country of operation and summarised against relevant spend categories. Applicable emission factors are then sourced from Exiobase via SimaPro. For each Exiobase category, NBN Co manually mapped a NA I/O table product group. Based on this mapping, a ratio of basic price to purchaser price was applied to adjust invoice amounts. Emissions were estimated at the level of 'Sector' based on the basic expenditure amount multiplied by the inflation-adjusted emission factor for the Exiobase category the 'Sector' has been mapped to.</p> <p>For FY25 Exiobase v3.3.16b factors using SimaPro software v9.5.0.0 were applied. These factors were extracted during May – June 2023. These factors were then adjusted to reflect inflation through to the end of the reporting period using a combination of RBS (Reserve Bank of Australia Inflation Calculator) and ABS Monthly Consumer Price Index Indicator.</p>

14. In prior years, Category 4 emissions were reported under Category 9

Description: Scope 3 category 5 – Waste generated in operation - Waste-type-specific method

Inclusions/exclusions	This category includes emissions from third party disposal and treatment of waste generated in nbn's operations in the reporting year. This metric includes waste collected from NBN Co operational sites (including network technical sites and depots), corporate offices, and third party logistics sites (including major warehouses). It excludes sites where the data is not complete or reliable (such as some landlord managed sites and forward stocking locations) and waste managed directly by Delivery Partners.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Waste generated is based on weight produced by waste type and disposal method at in scope sites. Emissions associated with the waste generated is calculated using the relevant emission factor for various waste streams as per NGA factors.

Description: Scope 3 category 6 – Business Travel - Distance-based method

Inclusions/exclusions	This category covers emissions from all domestic and international flights undertaken by employees for business travel purposes including car rental and accommodation as reported from travel providers.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	<p>Business travel emissions are calculated based on emissions reporting supplied directly from travel providers. Reporting utilises emissions factors for the relevant period, based on Government, supplier specific international sources including from UK Government Department for Energy Security & Net Zero (2024) Conversion Factors 2024 to determine the equivalent indirect emissions associated with business travel.</p> <p>Activity data on emission sources is supplied directly by travel providers.</p>

Description: Scope 3 category 7 – Employee commuting & working from home - Distance-based method	
Inclusions/exclusions	Emissions from the transportation of employees between their homes and their worksites during the reporting year (in vehicles not owned or operated by NBN Co). Also includes emissions associated with powering equipment needed to allow NBN Co employees to work from home.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Scope 3 emissions associated with employee commute have been assessed based on staff numbers and location. Assumptions are applied to staff numbers including average distance travelled, commuter mode and energy used while working from home. Calculated using the GHG Protocol Distance-based method and utilises Australian Bureau of Statistics commuting data and emissions intensity data from the Australian National Transport Commission.

Description: Scope 3 category 8 – Upstream leased assets	
Inclusions/exclusions	This category includes emissions from all material leased assets, relating to network equipment and offices.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Emissions for all material leased assets, relating to network equipment and offices are included in Scope 1 and Scope 2 inventory.

Description: Scope 3 category 11 – Use of sold products - Direct use phase emissions	
Inclusions/exclusions	Category 11 emissions are associated with associated electricity consumed by NBN Co devices installed in premises or powered by end users. (i.e., Customer Premise Equipment). It excludes energy use from Wi-Fi gateways provided by Retail Service Providers or customers.
Units	Kilotonnes of CO ₂ equivalent (ktCO ₂ -e)
Calculation methodology	Direct use phase emissions based on the number of devices deployed across all technologies as sourced from operating systems, their measured or reported power draw, assuming the devices are powered 24 hours per day 7 days per week. Emission factors are sourced from the NGA factors.



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