

# FY17 sustainability snapshot



# Message from Scott Charlton— Transurban CEO



We recognise the importance of continually striving to improve our sustainability performance, focusing not only on what we achieve but how we achieve it.

It has been more than a decade since Transurban published its first Sustainability Report. Since then, while the business has been shaped by opportunities and challenges in Australia and internationally, we have reported on the progress of our sustainability goals.

In the 2016/17 financial year (FY17), we carried on with our commitment to do what is right for climate change and committed to halving our greenhouse gas (GHG) emissions by 2030. We will work diligently now to update our technology and systems to meet this target.

With technology continually reshaping urban mobility, we worked with a range of organisations to prepare for the eventual arrival of connected and automated vehicles by understanding how they will interact with our infrastructure and the social issues associated with their safe adoption.

Focus is on our customers, developing new apps and hardship programs to enhance customer experience. We ran 132 days of face-to-face community engagement as part of our ten major development projects, to make sure we heard what our community stakeholders had to say.









We showed strong support for integrating road and public transport services. In the United States of America (USA), our 395 Express Lanes Project has committed US\$15 million annually to enhance public transport options such as bus and rail services, park-and-ride lots and transportation demand management programs. This sustainable funding source will greatly benefit transit in the Northern Virginia region over the life of the concession.

The safety of our workforce and the community is our highest priority. We focus on providing a healthy and safe environment for our employees, contractors, customers and the community while minimising impacts to the environment.

Transurban continues to maintain a 'World Leadership' position in the Dow Jones Sustainability Index. We see sustainability as a global opportunity and we are now helping to address the United Nation's Sustainable Development Goals. We will continue to track and report on our progress towards these over the years to come.

**Scott Charlton**  
Chief Executive Officer

## About us

-  **Manage and develop urban toll road networks with 15 operating road assets**
-  **\$31B capital investment to date**
-  **\$9B project pipeline\***
-  **2<sup>nd</sup> highest rated transport company globally in Dow Jones Sustainability Index**
-  **More than 5M customers across Australia and the USA**
-  **4 retail brands (Transurban Linkt, Roam, CityLink and go via)**
-  **1,617 permanent employees**
-  **Top 15 company listed on the ASX**

\* Estimated spend reflects 100% of total project costs, not Transurban's share

Three-pillar sustainability strategy



### Be good neighbours

Working with communities to create shared value with our business by anticipating, listening and responding to community needs



### Use less

Minimising and efficiently using natural resources to reduce our impacts on the community and environment



### Think long term

Looking for innovative solutions to create efficient and safe transport networks and liveable cities

# Be good neighbours

We aim to be good neighbours by working with communities to create shared value. We seek to anticipate, listen and respond to community needs about our road assets and operations.



West Gate Tunnel Project, Community Consultation

## Investing in communities

**72** community grants awarded

**\$2.5M** invested in community groups and initiatives near our roads

**4,290 hours** employees spent volunteering on different projects

**132 days** spent in face-to-face engagement with communities about our major projects

**\$7M** social procurement spend

**>7** key public events supported (including Run for the Kids, Melbourne Marathon, Share the Path Sydney, Blacktown Running Festival, Bridge to Brisbane, Great Brisbane Bike Ride, Nelune Foundation's Lilac Swim)

**US\$777M** worth of contracts have been awarded over the lifetime of our assets by Transurban USA, our partners and contractors to support the Small, Women-owned and Minority owned Business (SWaM) initiative and Disadvantaged Business Enterprise (DBE) Program

## Our people

**19%** workforce growth to 1,617 permanent employees

**80%** of employees said they were proud to work for Transurban in the annual survey

**83** placements provided for graduates, interns and work experience students

**64%** of employees used flexible working arrangements

**Top 20** in the world for gender equality performance

**3rd** consecutive year recognised as employer of choice for gender equality by Workplace Gender Equality Agency

**1 of 6** companies globally recognised for reporting no significant gender pay gap

## Customers

**6.2B** kilometres collectively travelled on our roads during FY17

**310K hours** collectively saved each work day by using our Australian roads

**225K hours** of travel-time saved across our Northern Virginia network monthly, saving US\$5.5 million in delay costs

**2** new apps released—CityLink and Transurban Linkt—and updated USA Express Lanes app

**GPS** enabled app—LinktGo—trials to provide flexibility for customers

**>60,000** visits to our websites and 12,750 calls each day

**4.1/5** customer service rating across our four retail brands

**100%** first time forgiveness became available to everyone and we improved our Hardship Policy to help customers in need

## Health, safety and the environment

**56** Road Safety Action Plan initiatives completed

**NeuRA** Neuroscience Research Australia partnered with us to establish the Transurban Road Safety Centre, which will play an important part in researching and creating safer roads for everyone

**7** new, purpose-built rapid-response vehicle for CityLink to assist customers 24/7



### Commitment to reconciliation

This year we entered the second stage of our Reconciliation Action Plan (RAP). RAPs are practical plans built on relationships, respect and opportunities to create social change for Aboriginal and Torres Strait Islander Australians. We hosted events to reflect and celebrate their contributions and achievements and focused on what must still be done to achieve reconciliation.

# Use less

Transurban is focused on minimising the social and environmental impacts of operating our roads, tunnels, offices and construction projects. In simple terms, that means we challenge ourselves to ‘use less’.



## Greenhouse gas and energy

**52% reduction target** in GHG emissions by 2030 to mitigate the impact of climate change

**10% reduction target** in energy use within 10 years by implementing simple solutions and smart technology, installing solar panels and LED lighting

**10% less energy consumption** compared to last year in our Melbourne head office despite employee numbers increasing by 12 per cent

## Water, materials and waste

**99.7%** of ‘waste’ from construction activities and operations diverted from landfill

**20% reduction** in asphalt achieved through a trial of a new and more sustainable type of asphalt

**125 tonnes** of recycled crushed glass, which is around 66,000 glass soft drink bottles, was trialled as a backfill on a project instead of sand (a non-renewable resource)

**500,000 kL** of tunnel groundwater processed for reuse or released to waterways



A more sustainable type of asphalt was trialled on Gateway Upgrade North, QLD

## Saving time

Travel time saved daily across our networks:

**84,000**  
hours in  
Melbourne

**160,000**  
hours in  
Sydney

**70,000**  
hours in  
Brisbane

**10,000**  
hours in  
Northern Virginia

Transurban’s major projects are designed to keep traffic flowing, helping reduce congestion and improve travel times. Free-flowing traffic creates less GHG emissions.

- 20** West Gate Tunnel Project, Melbourne—up to 20 minutes
- 15** NorthConnex Project, Sydney—up to 15 minutes
- 17** CityLink Tulla Widening Project, Melbourne—up to 17 minutes
- 20** 395 Express Lanes Project, Northern Virginia—up to 20 minutes

# Think long term

As a long-term owner operator of roads, planning for decades to come is crucial for everything we do. We believe our long-term focus aligns with the needs of cities where we operate, our government partners, communities and customers.

## Regenerating our road corridors

- 6** hectares of ecological regeneration projects
- 2** Motorscapes Projects completed in Sydney and Melbourne that combined native bush regeneration with iconic public art to benefit local communities and the environment

**160,000** native trees and shrubs planted across our Motorscapes and CityLink Tulla Widening projects to date

**>1M** trees, shrubs and plants will be planted as part of the proposed West Gate Tunnel Project

**\$2M** committed through the Logan Enhancement Project to redevelop 6,500m<sup>2</sup> of vacant land along the Logan Motorway at Heathwood for community use

**multi-year** national partnership with Landcare Australia to regenerate natural areas along our road corridors

## Supporting transport policy

**US\$15M** committed to public transit funding annually in the Northern Virginia region

- 1<sup>st</sup>** real-world study of user-pays road charging in Australia was completed
  - 1,635 participants
  - 60 per cent of study participants preferred a user-pays system after trialling it

## Technology and innovation

**\$300K** in innovation grants awarded to Australian universities and organisations to improve road safety and operation, including:

- University of Melbourne, speed sensor with LED lights to provide real-time customised signals
- Imagine Intelligent Materials, integrating pressure sensors into motorways to enable 'smarter' roads
- Deakin University, high-energy absorbing overlay to cover roadside wire rope barriers to reduce motorcyclist injuries from crashes

- 2** crowdsourcing challenges—1776 in Northern Virginia and Brisbane CityHack—generated new transport and technology ideas

### Automated vehicle trials

We partnered with the Victorian Government, RACV, Victoria Police and automakers in trials of automated vehicles on the Monash–CityLink–Tullamarine corridor. We also reached agreement with the Virginian Department of Transportation for a new series of trials on the 95 and 495 Express Lanes in the USA. The trials will help us and our partners learn how to prepare vehicles, infrastructure, regulations and the community for the introduction of this technology.

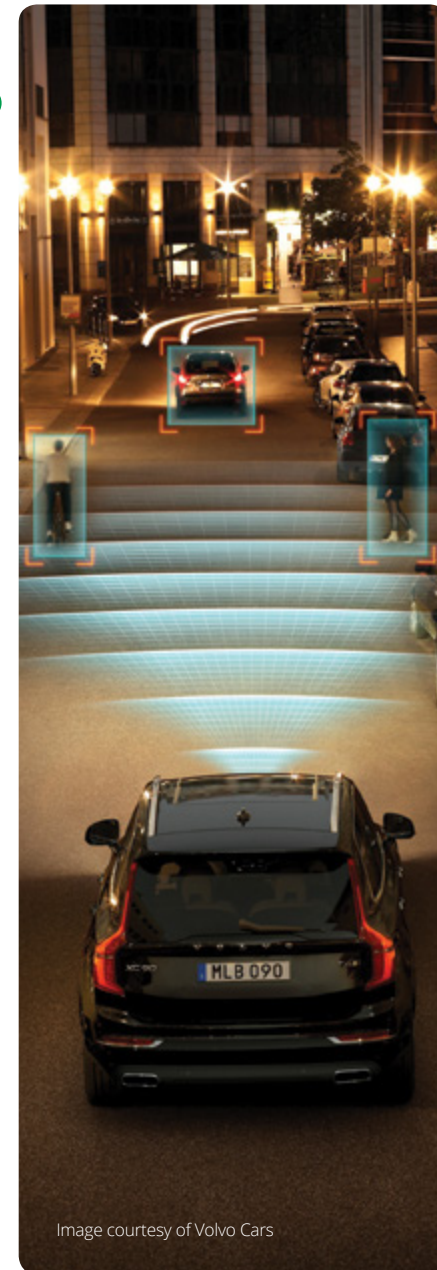


Image courtesy of Volvo Cars




# Major project highlights



All major Australian projects were awarded or are working towards at least 'Excellent' Infrastructure Sustainability Design Ratings



Focused on improving construction practices leading to reductions in emissions



Community Reference Groups established for NorthConnex and West Gate Tunnel projects to obtain feedback from local community



A roaming pop-up 'spacecube' provided a valuable space for the community to find out more about the West Gate Tunnel Project



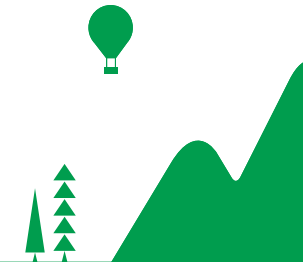

Millions of trees and shrubs planted and proposed as part of our major projects



Over 14km of cycling and walking paths proposed for the West Gate Tunnel Project



Thousands of dollars in grants awarded to community groups such as local organisations and charities



## Recognition in FY17

### Corporate sustainability

Australian Centre for Corporate Social Responsibility (CSR) State of CSR Australian Top 10 2017

Dow Jones Sustainability Index (DJSI) World Index member, reflecting our top 10 per cent sustainability rating globally among listed organisations. Rated second highest in the Transport and Transportation Infrastructure sector

Global Real Estate Sustainability Benchmark Infrastructure (GRESB)—highest rated transportation and second highest rated infrastructure company globally

### Sustainable infrastructure delivery

Infrastructure Sustainability Council of Australia 'Leading' Infrastructure Sustainability Rating for the NorthConnex Project in Sydney—highest rated road project to date

Infrastructure Sustainability Council of Australia 'Excellent' Infrastructure Sustainability Rating for the CityLink Tulla Widening Project in Melbourne

Infrastructure Sustainability Council of Australia 'Excellent' Infrastructure Sustainability Rating for the Gateway Upgrade North in Brisbane

Bulimba Creek Catchment Coordinating Committee 'Road Ecology Award' for the Logan Enhancement Project in Brisbane. This recognised Transurban's contribution to providing improved options for fauna movement (such as new crossings, fencing and refuge poles) across the Logan and Gateway Extension motorways

National Association for Industrial and Office Parks (NAIOP) Northern Virginia Award of 'Excellence for Best Interiors' for our new office space

### Employees

Workplace Gender Equality Agency 'Employer of Choice for Gender Equality' for the third year running

Equileap Gender Equality Global Ranking Top-20 for gender equality. Transurban was also recognised as one of only six top 200 companies for gender equality with no significant gender pay gap

Engineers Australia 'Most Ambitious Company in Gender Diversity' award, recognising excellence in encouraging engineering gender diversity

Intelligent Transport Systems World Congress 'Best Action for Supporting Diversity in the ITS Workforce'

Human Resources Director magazine 'Innovative HR Teams 2017' award, highlighting the merit of our Communities of Practice employee collaboration model

### Community

Melbourne Awards 'Contribution to Community by a Corporation' award in recognition of the contribution the Run for the Kids event has made to the Royal Children's Hospital Good Friday Appeal for over a decade

International Association of Business Communicators Gold Quill 'Excellence' award for community engagement for West Gate Tunnel Project

# Visit our online report

sr17.transurban.com 

## Paper specifications

This year's highlights were printed on ecoStar. By using ecoStar rather than non-recycled paper the environmental impact was reduced by:

### Landfill

17kg

### Water

358L

### Wood

28kg

### Greenhouse gases

3kgCO<sub>2</sub>

### Energy

33kWh



Carbon footprint data evaluated by Labelia Conseil in accordance with the Bilan Carbone® methodology. Calculations are based on a comparison between the recycled paper used versus a virgin fibre paper according to the latest European BREF data (virgin fibre paper) available.

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