

FY16 Sustainability snapshot



FY16 Sustainability Report snapshot

At Transurban, we aim to continuously improve our sustainability performance. We are making our roads safer and more efficient, introducing state-of-the-art intelligent transport technology, and regenerating our road corridors to improve the liveability of communities in which we operate.

This is a snapshot of our sustainability achievements and areas of focus for the 2016 financial year. Our full Sustainability Report is available at transurban.com/sr16

We focus on three key areas:



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.



Cover image: The winning idea from our M2 Macquarie Park ideas competition. Read more about it in the Be good neighbours section.

About us

We manage and develop urban toll road networks in Australia and the United States of America.

Our vision is to strengthen communities through transport. We aim to be the partner of choice for governments, communities and investors in providing effective and innovative urban road infrastructure.

We have been in business since 1996 and are a top 20 company listed on the Australian Securities Exchange.

Operating assets	15
Development projects	9
Total capital investment to date	\$23B
Project pipeline*	\$9B
Total kilometres of our 15 roads	1,200
Kilometres travelled by drivers on our roads	5.7B

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

Travel-time savings

Safety, travel-time savings, reliability and customer experience are major focus areas for us. During the year, we ran a number of communication campaigns to highlight the travel-time savings on our roads.

Some examples included:

- 25 minutes** Drivers travelling from Sydney Airport to Sydney Harbour Bridge save an average of 25 minutes by taking the Eastern Distributor.
- 35 minutes** Drivers on the M2 in Sydney save around 35 minutes travelling from Bella Vista to North Ryde compared to the alternate routes.
- 14 minutes** Drivers save around 14 minutes and avoid 7 sets of traffic lights travelling via Legacy Way in Brisbane compared to the alternate routes.
- 10 minutes** Travelling via Clem7 in Brisbane drivers save around 10 minutes and avoid up to 24 sets of traffic lights.
- 35-40 minutes** Drivers using the 95 Express Lanes in Northern Virginia, USA, save an average of 35 to 40 minutes a day between Quantico and Alexandria.
- 51 lights** By travelling on CityLink in Melbourne, drivers can avoid up to 51 sets of traffic lights.

Be good neighbours

In FY16, we continued our commitment to employee and customer safety, focused on improving customer experience, contributed to local communities, and continued to foster an engaging and diverse working environment.

Health, Safety & Environment

Health, Safety & Environment is Transurban's highest priority. Our success in delivering safer road networks has a significant impact on everyone who uses or works on our roads. We are dedicated to providing a safe and healthy working environment for our employees, contractors and visitors. At the same time, we also focus on minimising impacts on the environment.

17% We achieved a 17% reduction in the Road Injury Crash Index.

4 We supported four key road safety awareness campaigns—Yellow Ribbon National Road Safety Week, Queensland Road Safety Week, Towards Zero (Victoria) and a Christmas social media road safety campaign (Queensland).

Customer experience

We aim to provide a positive experience for our customers underpinned by our three promises to *Make it easy, Show we care and Add value.*

Investing in communities

We aim to make a difference to the communities in which we operate by providing smarter, faster and safer ways to travel. We also invest in communities through partnerships, grants, charitable donations, employment opportunities, volunteering and support key public events.

\$50K We contributed \$50,000 to Melbourne's Asylum Seeker Resource Centre to establish a driver training school. During the year the Centre provided more than 600 individual lessons or assessments to its clients.

>\$220k We provided \$220,000 in community grants to not-for-profit groups in Australia and the USA.

>\$200k We supported the planting of 16,950 native plants in Beecroft Reserve next to the M2 in Sydney through a \$200,000 contribution.

V3 certified Transurban USA is a Virginia Values Veterans (V3) certified company and has committed to increasing career opportunities for Virginia's veterans.

6 We supported six key public events in Australia including hosting Run for the Kids (Melbourne), Bridge to Brisbane (Brisbane) and Share the Path (Sydney).

~5M
Customers

95%
Of our customer queries resolved on first call

3,600
Australian retail outlets

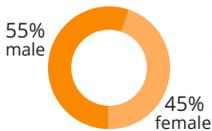
1 app
First app released for Express Lanes customers in the USA—apps are on their way for other markets

Our people

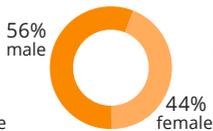
Our employees volunteered 2,850 hours on different projects including the City of Sydney Homeless Street Count, OzHarvest food rescue in Brisbane, Returned Services League (RSL) in Melbourne and the Northern Virginia Family Service Head Start Center in Arlington.

This year, our workforce grew by 37% to over 1,350 employees. Also, we were awarded the Workplace Gender Equality Agency's Employer of Choice for Gender Equality citation for the second consecutive year.

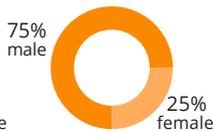
Permanent workforce



Senior executive (including CEO)



Board (including CEO)



Commitment to reconciliation

We commemorated the 2016 National Reconciliation Week with Welcome to Country and Acknowledgement of Country initiatives in all our Australian offices. These activities helped us advance implementation of our Reconciliation Action Plan.

In FY16 we...



provided
2,850
volunteer hours



experienced
37%
workforce growth

and provided placements for...



7
graduates



38
female engineering students



12
Monash Industry Team Initiative students

Use less

We continued to challenge ourselves to 'use less' in the operations of our roads, tunnels, offices and construction projects.

10% Our target is to reduce our total energy usage by 10% in 10 years, on a FY13 baseline. This year we achieved a 2.3% saving.

30 initiatives We identified more than 30 major energy-efficiency opportunities across our assets that will be implemented over the coming years.

134 MWh We installed 117kW of renewable energy-generation capacity, generating 134MWh of electricity and purchased 3,273 MWh of 'Green Power' for Sydney assets.

3 assessments We completed three climate change risk assessments for projects currently under development.

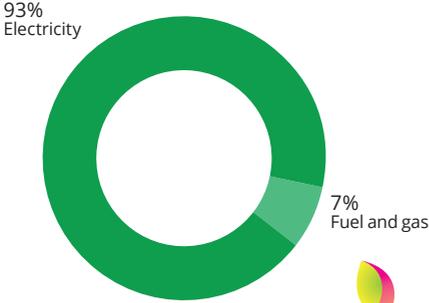
30–40% Our roads are designed and operated to keep traffic flowing. An environmental review of the M5 South West Widening project estimated a 30–40% reduction in customer greenhouse gas emissions as a result of improvements in travel times and improved driving conditions.

84% We used a significant portion of recycled water—84%—in our operations.

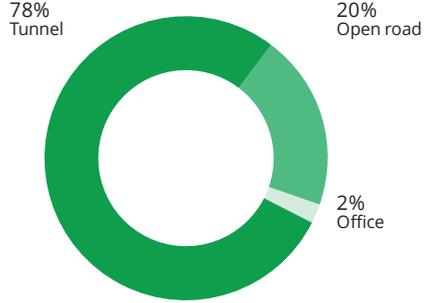
5-star rating Our Melbourne head office tenancy was issued with a 5-star NABERS energy rating. This represents a 25–30% energy saving compared to a fellow tenant of the same scale. We are also expecting a LEED Commercial Interiors rating for the fitout of our new Tysons office in Virginia in the USA.



FY16 Energy use by scope



FY16 Energy use by asset type



Think long term

Roads are a fundamental part of our cities' transport networks. They also last a long time and require significant investment and resources. The needs of cities, communities, government clients and customers are central to the planning, design, construction and operation of our assets.

- We made progress with our two Motorscapes projects to regenerate disused sites near our roads in Sydney and Melbourne and we continued our partnership with Landcare in Australia to revegetate road corridors and increase local biodiversity.
- We have now awarded two innovation grants of \$100,000 each to universities in Australia for projects that aim to improve the safety of roadside barriers and manage noise from motorways.
- In the USA, we hosted test demonstrations for autonomous vehicles on our 95 Express Lanes. Connected and autonomous vehicles have the potential to significantly reduce crashes as well as increase the average capacity of traffic in lanes, by 10 to 25% in 10-15 years.

We are enhancing the sustainability performance for new assets by using rating schemes to improve and benchmark sustainability performance.

- Three assets in Australia are currently using the Infrastructure Sustainability Council of Australia's IS rating scheme and two more will use it in future.
- We are committed to achieving an Envision rating from the Institute for Sustainable Infrastructure for our I-66 proposal in the USA.

We undertook Australia's first practical study to gauge motorists' understanding of the current road funding system and assess their attitudes and preferences towards various user-pays options as an alternative to the current system of opaque fees and charges. The Melbourne Road Usage Study included:

- 1,635 motorists
- 5 charging options
- 12 million kilometres of travel

To ensure our assets operate effectively and safely, we continually monitor our road networks and undertake enhancement projects to address the growing needs of our cities.



2
Motorscapes projects



\$200K
awarded for innovation grants



10-25%
increased capacity with connected & autonomous vehicles in 10-15 years



3
ratings underway for Australian projects a further two ratings planned



1,635
motorists



5
charging options



12
million kilometres of travel

In Melbourne:

30% We started work on the CityLink Tulla Widening project to provide up to 30 percent more capacity and improve travel times to and from Melbourne Airport.

210k vehicles At its busiest section, the corridor carries 210,000 vehicles per day on 9 lanes.

6k trucks We progressed our Western Distributor project which will remove 6,000 trucks from local streets and reduce daily peak travel times by up to 20 minutes.

\$11B boost The Western Distributor project is forecast to provide an \$11 billion boost to the Victorian economy and 5,600 new jobs at the peak of construction.

2K vehicles We are partnering with the Victorian Government to upgrade the Monash Freeway with 30 kilometres of additional traffic lanes and room for an extra 2,000 vehicles during the peak.

In Sydney:

1.5M hours We continued work on NorthConnex, a twin 9km dual-lane tunnel, and achieved more than 1.5 million contractor hours worked to the end of FY16 without a Lost Time Injury¹.

21 traffic lights NorthConnex will reduce travel times by up to 15 minutes and allow motorists to bypass up to 21 traffic lights.

35 ha Spoil from NorthConnex tunnels will be used to help transform the 35-hectare Hornsby Quarry site into a recreational facility for the community.

¹ A work-related injury or illness which results in a person losing one or more full shifts from work after the date of injury.

In Brisbane:

6.7 km We acquired AirportlinkM7, a 6.7km twin tunnel to build on our customer offering.

20k trips We completed the first year of operations on Legacy Way, with motorists making almost 20,000 trips each work day.

\$100k donation We donated \$100,000 to Legacy Australia.

\$1.2B project We started work on the \$1.2 billion Gateway Upgrade North project which will improve road safety and reduce congestion for more than 80,000 motorists daily.

\$450M project We progressed the \$450 million Logan Enhancement Project which will address congestion and safety hazards on Logan and Gateway Extension Motorways.

In the USA:

11 km We signed a framework agreement with the Virginia Department of Transportation (VDOT) to extend the 95 Express Lanes for 11 kilometres north to the Washington, DC border to reduce congestion in the I-395 corridor.

16 km We are working with VDOT to extend the 95 Express Lanes approximately 16 kilometres south to the Fredericksburg area to help relieve congestion.

Reporting and benchmarking

We report annually in accordance with the **Global Reporting Initiative**, are benchmarked against a range of sustainability frameworks and support international sustainability commitments.

In FY16 we were:

- Listed in the **Dow Jones Sustainability Index** in the Asia Pacific Leadership Index¹
- Rated by the **Australian Council of Superannuation Investors** as 'Leading' for sustainability governance and performance
- A **FTSE4Good Global Index** member
- A **United Nations Global Compact** signatory. As part of our membership of the United Nations Global Compact, Transurban supports the UN Sustainable Development Goals, a set of 17 global sustainability priorities.



¹ As of September 2016, we have been included in the World Leadership Index.

Contact us

Your feedback is valuable and helps us improve our reporting. For questions or comments please contact **sustainability@transurban.com**

Visit our
online report
transurban.com/sr16

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