airservices australia

2024–2030

Environmental Sustainability Strategy

Artwork from Luke Duffy

Airservices Australia acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, water and community.

We pay respect to Elders past, present, and emerging.

Front cover photo credit: Matthew Cook.

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Foreword

Our purpose: Connecting people with their world safely

Aviation generates economic growth, creates jobs, and facilitates international trade and tourism. It is essential in supporting our global social fabric and cohesion–linking family and friends and allowing people to experience other cultures, communities, and places.

Society's expectations in relation to environmental protection continues to evolve, with the impacts of aircraft emissions, aircraft noise, and the industry's reliance on other natural resources increasingly being called out at global, national, and community levels. In response, our industry is seeking to improve its sustainability, whilst also looking to address significant disruption, which is likely to flow from the exponential increase in Uncrewed Aircraft Systems.

As Australia's airspace manager, we manage 11 per cent of the world's airspace, delivering both Air Traffic Management (ATM) and Aviation Rescue Fire Fighting (ARFF) services. As an integral part of Australia's aviation ecosystem, we are in a unique position to facilitate flight paths for airspace users which can reduce fuel burn and work to minimise the impact of aviation noise on the communities, wherever practical.

Our service delivery is supported by geographically distributed assets, and we are committed to safeguarding the inherent environmental values and ecological systems of the land from which we operate. We recognise that an environmental sustainability strategy is a key driver in the future success of our organisation, and we will invest to reduce resource consumption and any negative environmental impacts.

This strategy builds on the previous strategy, and embeds our framework for supporting the aviation industry to achieve net zero by 2050. It commits us to reducing our scope 1 and 2 carbon footprint by 43 per cent by 2030, while also setting us on a pathway to net zero by 2050 for our operations. During the next six years, we will continue to reduce our environmental impact, implement innovative solutions, and advance the principles of environmentally sustainable development.

Rob Sharp
Interim Chief Executive Officer

Our approach

Airservices operates in the sky, over land, and water, and this strategy outlines a roadmap of how we will respect and protect this environment through sustainable initiatives across the next six years. Our approach to environmental sustainability covers four key areas, each with their own ambition, activities, and targets. This is driven by two distinct drivers:

01 As a partner of the broader aviation ecosystem

Aircraft emissions

Supporting the aviation industry's transition to net zero emissions by 2050.

Aircraft noise

Support the aviation industry's efforts in minimising the impact of noise on communities.

02 As an organisation committed to environmental responsibility

Ecological stewardship

Protecting the ecological sustainability of our operational environment by preserving biodiversity and prevent or minimise pollution.

Sustainable resource management

Reducing our consumption of resources and improving our climate resilience as we work towards reducing our scope 1 and 2 emissions by at least 43 per cent below baseline levels by 2030 and reaching net zero scope 1 and 2 by 2050.

Underpinned through:

Communication

Demonstrating our commitment to our people, community and stakeholders through open and transparent communication and performance reporting.

- Our people
- Our community
- Regional and industry partnerships
- Regulators
- Government

Photo credit: Caleb Yip.

Background

A safe, efficient, and sustainable aviation sector is critical to the economy and the standard of living of all Australians.

As a large island nation, aviation is critical for our connectivity and supports our nation's way of life, connecting us with each other and the world. However, there is a spotlight on all the environmental impacts of aviation, and we must act to reduce those impacts.

We facilitate the movement of passengers and freight across 11 per cent of the world's surfaces, which demands a complex infrastructure network. We have more than 700 sites across the Australian continent and with remote island sites in the Indian, Southern, and Pacific Oceans. Many of our sites are in areas recognised for their unique biodiversity and fragile ecosystems, with some buildings acknowledged for their heritage values. We also design flight paths around airports which can result in aircraft noise impacts to communities.

This strategy is based on the collective vision of an environmentally sustainable aviation industry, and a recognition that, in order to fulfil our key part in Australia's aviation ecosystem, we need to focus on our own internal operations and service delivery. At the same time, we need to be cognisant of the impacts of climate change and the broader risks it will have on the aviation industry.

Refining, developing, and implementing new and innovative practices will have environmental benefits, lead to better management of risk, and will improve climate resilience and operational efficiencies.

This strategy builds on the previous strategy, committing us to reducing our carbon footprint by 43 per cent by 2030, and setting us on a pathway to net zero by 2050 for our operations. The strategy establishes our framework for supporting the aviation industry to achieve the same target of net zero by 2050.

Strategic drivers

Airservices Environmental Sustainability Strategy 2024–2030 has been developed to reflect and respond to key policy directions and initiatives both globally and by the Australian Government. These include:

01

The Paris Agreement is a legally binding international treaty on climate change adopted at The Conference of the Parties (COP) 21st meeting of the United Nations Framework Convention on Climate Change (UNFCCC) in Paris, in December 2015. The Australian Government is committed to the objective of the Paris Agreement to limit the increase of global average temperature to 2°C above preindustrial levels and pursuing efforts not to exceed 1.5°C. In June 2022, Australia reaffirmed its commitment to reduce Greenhouse Gas (GHG) emissions to 43 per cent below 2005 levels by 2030 and its economy-wide target to achieve net zero by 2050.

02

The 41st triennial International Civil Aviation Organisation (ICAO) Assembly adopted a global Long-Term Aspirational Goal (LTAG) in 2022 for international aviation of net zero carbon emissions by 2050 in support of the UNFCCC's Paris Agreement temperature goal. Airservices is committed to taking feasible and practical steps to positively contribute to the decarbonisation of Australian aviation in partnership with other key stakeholders.

03

The United Nation's (UN) Intergovernmental Panel on Climate Change (IPCC) has outlined pathways to limit global warming to 1.5°C. Latest scientific evidence to support this position and the resulting change to global and regional climate systems is presented in the IPCC's Sixth Assessment Report (AR6) published in 2022. Pathways to limit global warming to 1.5°C require accelerated and profound transformations in energy, infrastructure, transport and industrial systems. These pathways underpin Australian Government policy and strategy and action being taken by the global aviation industry.

04

The Australian Government's Climate Change Act 2022 and corresponding consequential amendments bill is the 'umbrella' legislation to implement Australia's decarbonisation net zero commitments and enshrines Australia's net 2030 emissions reduction and 2050 net zero targets under the Paris Agreement. Under the UNFCCC, domestic aviation emissions are counted as part of the Nationally Determined Contribution (NDC) targets while international aviation emissions are dealt with separately as part of Australia's participation in ICAO.

05

The Australian Public Service (APS) Net Zero by 2030 commitment is the Australian Government's policy for the APS to reduce its GHG emissions to net zero by 2030. As a corporate Commonwealth entity, Airservices is required to report on its operational GHG emissions under section 516A of the Environment Protection and Biodiversity Conservation Act 1999. GHG emissions reporting has been developed with methodology that is consistent with the whole-of-government approach as part of the APS Net Zero 2030 policy (described in the Net Zero in Government Operations Strategy). Airservices is required to publicly disclose its GHG emissions (in CO_2e) annually.

Strategy 2024–2030

Partner of the aviation ecosystem in environmental sustainability

Organisational environmental sustainability

Pillar	Aircraft emissions	Aircraft noise	Ecological stewardship	Sustainable resource management
Our goal	**Work with our customers to reduce aircraft emissions and positively contribute to the achievement of net zero emissions by 2050.**	**Engage with our customers and communities to minimise the impact of aircraft noise.**	**Preserving biodiversity and prevent or minimise pollution.**	**Reduce our environmental footprint and achieve net zero by 2050 for our operations (scope 1 and 2 emissions only).**
Our contribution	– Through improved ATM practices, enable an anticipated reduction of 145,000 tonnes of carbon dioxide (CO_2) aircraft emissions per annum within the Australian flight information regions.	– Continuous review to optimise flight paths to reduce impact of aircraft noise – Transparent reporting of noise abatement procedures adherence at major Australian airports. – Flightpath changes are implemented as per Community Engagement Standard (CES) and publicly reported on application of flight path principles.	– Protecting biodiversity across our portfolio – Minimising pollution, including addressing the legacy of past PFAS (per- and poly-fluoroalkyl substances) use.	– Achieve a scope 1 and 2 emissions reduction of 43 percent (compared to baseline) by 2030 – Reduce our overall waste footprint by 50 per cent by 2030 – Achieve net zero for our operations by 2050.
Our initiatives	– OneSKY Program – Air Traffic Flow Management (ATFM) – User Preferred Routes (UPR) – Airport Collaborative Decision Making (A-CDM) – Air traffic management digital twin – CANSO Green ATM Accreditation	– Flight Path Design – Aircraft noise monitoring and impact transparency – Noise abatement – Preferred Runway Use – Community engagement	– Biodiversity protection – Effective, efficient Environmental Management System – Legacy PFAS management	– Energy efficiency and renewable energy – Water efficiency – Waste reduction and circular economy – Sustainable procurement – Vehicle and fleet – Technology innovation – Climate adaptation

Communication

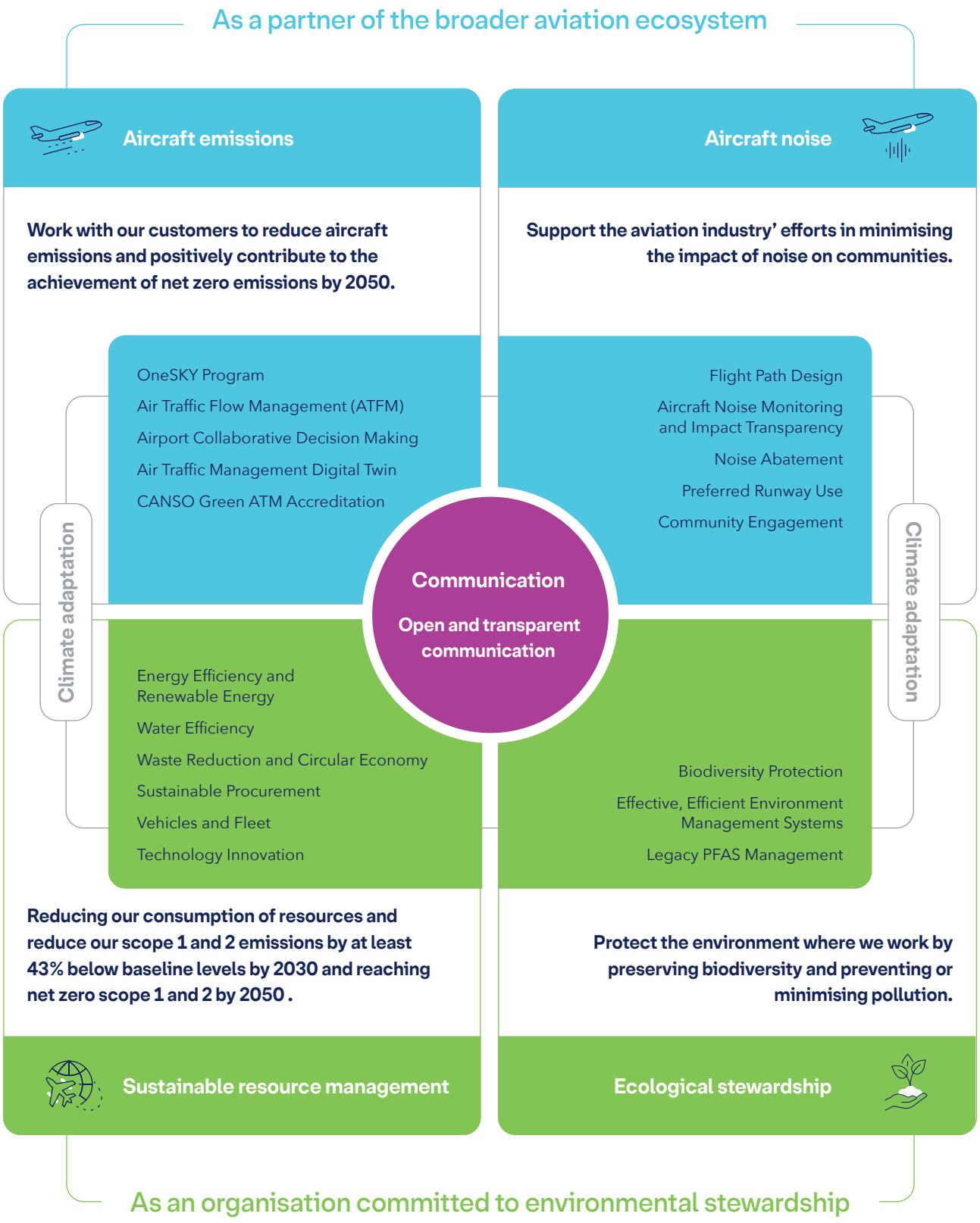
Our contribution

– To establish Airservices Australia as a leader in transparent and credible sustainability communication, fostering trust among stakeholders by accurately reporting on sustainability initiatives, challenges, and progress.
– Continue to demonstrate our Environmental, Social, Governance (ESG) progress through accreditation with global industry standards and assess feedback from independent assessments.

Initiatives

– Regional partnerships
– Transparency
– Accuracy
– Reporting and promotion
– Employee awareness, participation, support
– Stakeholder engagement
– Demonstrating good practice and improvement

Strategy 2024–2030



Strategy action plan

	2025	2026	2027	2028	2029	2030
Aircraft emissions	First release of Airport Collaborative Decision Making (A-CDM) reducing fuel burn and carbon emissions.	Achieve the CANSO Green ATM Level 2 Accreditation.	Continued evolution of Digital Twin simulation capability will generate greater network insights and will help minimise delays and disruptions across the entire aviation eco-system, which will reduce fuel burn and CO_2 emissions.	Achieve the CANSO Green ATM Level 4 Accreditation.		Reduction of 145,000 tonnes of Carbon Dioxide (CO_2) emissions per annum within the Australian Flight Information Regions.
Aircraft noise	Provide reporting and data on the use of Noise Abatement Procedures at all major airports.	Provide Noise Abatement Procedure reporting on Aircraft In Your Neighbourhood and will add rainfall layers to WebTrak for the 16 airports currently covered by these tools.	Deliver 100% aircraft compliance with Preferred Runway Use in accordance with NAPs at large metropolitan airports.	Continually expand our Noise and Flight Path Monitoring System, Webtrak and Aircraft In Your Neighbourhood to progressively cover 29 airports where we provide an ATC service.		Established noise reporting tools at prioritised aerodromes serviced by Airservices.
Ecological stewardship	Develop and embed Environment Management Plans at the sites we operate.	Continued delivery of health programs such as longitudinal studies.	Completion of PFAS remediation at 8 key legacy source sites spread across 7 airports by 2030.		Completion of PFAS management actions (ranging from concrete treatment to wastewater treatment plants) at 23 lease areas across 16 airports by 2030.	
Sustainable resource management	Develop and implement reuse and/ or circular economy opportunities for key waste streams.	First Digital Aerodrome Service at Canberra airport.	Progressive transition of data services to Green Data Centres.	Implementation of energy efficiency and renewable energy initiatives across Major centre facilities.		Emissions reduction of 43% below baseline levels by 2030.
	Implementing sustainable procurement practices.		Progressive introduction of low carbon Ultra Vehicles and energy efficient Infrastructure and hot fire training approaches.			

Pillar 1 **Aircraft emissions**

In Australia, domestic aviation was responsible for about 7 per cent of transport sector emissions in the 2021–22 financial year, with aviation emissions increasing over the past two decades despite a general decline in total emissions. To ensure the industry's long-term viability and sustainability, growth must be environmentally responsible.

Air Traffic Management (ATM) plays a vital role in reducing aircraft emissions by optimising flight operations and airspace use. By enhancing flight path design, take-off, and landing protocols, ATM directly affects the distance flown, flight duration, and overall emissions.

As an Air Navigation Service Provider (ANSP), Airservices Australia contributes to this effort and although our impact on emissions may be modest, it is crucial for supporting the aviation sector's goal of achieving net-zero emissions by 2050, as outlined in the International Civil Aviation Organisation's (ICAO) Long Term Global Aspirational Goal (LTAG) adopted in 2022. This goal aligns with the Paris Agreement's temperature targets.

By efficiently managing air traffic, reducing unnecessary fuel consumption, and supporting broader emissions reduction initiatives, we help the aviation industry move towards its net-zero objective. Our commitment includes reducing our own environmental impact and assisting the sector in achieving these crucial climate goals.

In 2022, the Civil Air Navigation Services Organization (CANSO) launched its Green ATM Accreditation Program which allows for ANSPs to be assessed with respect to their direct environmental impact, as well as their efforts to facilitate the reduction of emissions by airspace users.

Achieving CANSO Green ATM accreditation will acknowledge the progress we make in environmental sustainability by providing objective validation and allow us to benchmark how our actions compare to those actions being undertaken by peer ANSPs around the world.

Aviation ecosystem

Supporting the aviation industry's transition to net zero emissions by 2050.

Our contribution

Through improved ATM practices, enable an anticipated reduction of 145,000 tonnes of Carbon Dioxide (CO_2) aircraft emissions per annum within the Australian Flight Information Regions.

Our initiatives

OneSKY Program

OneSKY will become one air traffic management system by replacing both the civil and military air traffic management systems which have reached end-of-life. This will produce significant economic, operational and environmental benefits through enhancements to User Preferred Routes (UPR) and Dynamic Air Route Procedures (DARP), initial Trajectory Based Operations (TBO), Flexible Use of Airspace (FUA) and Continuous Descent Operations (CDO).

To achieve this, we will:

– Provide the opportunity for the aviation ecosystem to achieve a reduction of 145,000 tonnes of CO_2 emissions per annum within the Australian Flight Information Regions.

Air Traffic Flow Management (ATFM)

Identifying and managing demand and capacity imbalances both at airports and in airspace volumes to reduce airborne delays.

In doing this we will:

– Provide the opportunity for the aviation ecosystem to achieve a reduction of 7,000 tonnes of CO_2 emissions per annum within the Australian Flight Information Regions due to improved management of in-flight delays.

User Preferred Routes (UPR)

Enables pilots on select flights to choose their own routes between destinations to take advantage of prevailing winds to shorten travel times.

To achieve this, we will:

– Reduce fuel and carbon emissions associated with shortened travel times.

Airport Collaborative Decision Making (A-CDM)

A-CDM is a set of procedures and tools designed to improve the efficiency and predictability of airport operations by enabling collaboration and information sharing amongst airlines, airport operators, and Airservices.

To achieve this, we will:

– Provide the opportunity for the aviation ecosystem to achieve an anticipated reduction of 23,000 tonnes of CO_2 emissions per annum (based on FY2024) within the Australian Flight Information Regions due to reduced taxi delays.

Air Traffic Management Digital Twin

This is a sophisticated digital replica of the air traffic management system, integrating real-time data, advanced simulations, and predictive analytics to enhance the efficiency, safety, and sustainability of air traffic operations. This simulation capability will generate greater network insights and will help minimise delays and disruption across the entire aviation eco-system leading to reduced fuel burn and CO_2 emissions.

To achieve this, we will:

– Provide the opportunity for the aviation ecosystem to achieve an anticipated reduction of 14,000 tonnes of CO_2 emissions per annum (based on FY2024) within the Australian Flight Information Regions upon full deployment.

CANSO Green ATM Accreditation

Demonstrating our progress in emission reduction through implementing systems to track and manage emissions data helps in identifying inefficiencies and developing strategies for emissions reduction.

To achieve this, we will:

– Align with global best practice by achieving CANSO ATM accreditation to transparently measure the progress we make in environmental sustainability by providing objective validation and allow us to benchmark how our actions compare to those actions being undertaken by peer ANSPs around the world.

Photo credit: Arron Downes.

Pillar 2 **Aircraft noise**

Aircraft noise can affect communities near airports and flight paths, presenting a significant challenge in aviation. Managing this noise involves collaboration among aircraft operators, airports, regulatory bodies, planning agencies, and the community. While effective land-use planning is crucial, airlines, airports, and air service providers, including Air Traffic Management (ATM), play a key role in mitigating noise impacts.

ATM contributes by optimising flight paths and procedures to minimise noise over populated areas. This includes implementing noise abatement procedures, utilising continuous descent and climb operations, and designing airspace to avoid noise-sensitive zones. Advanced navigation technologies and flexible airspace management further help reduce noise.

We are committed to addressing the evolving demands of aircraft operations, air traffic growth, and technological advances while prioritising safety. This involves ongoing noise impact measurement and providing accurate information on aircraft movements and noise levels. Engaging with communities and customers to address concerns and adopting best practices in noise management are essential for improving noise outcomes and balancing operational efficiency with community well-being.

Aviation ecosystem

Supporting the aviation industry's efforts in minimising the impact of noise on communities.

Our contribution

Continuous review to optimise flight paths to reduce impact of aircraft noise.

Transparent reporting of noise abatement procedures adherence at major Australian Airports.

Flightpath changes are implemented in accordance with our Community Engagement Standard (CES) and application of our Flight Path Design Principles publicly reported on.

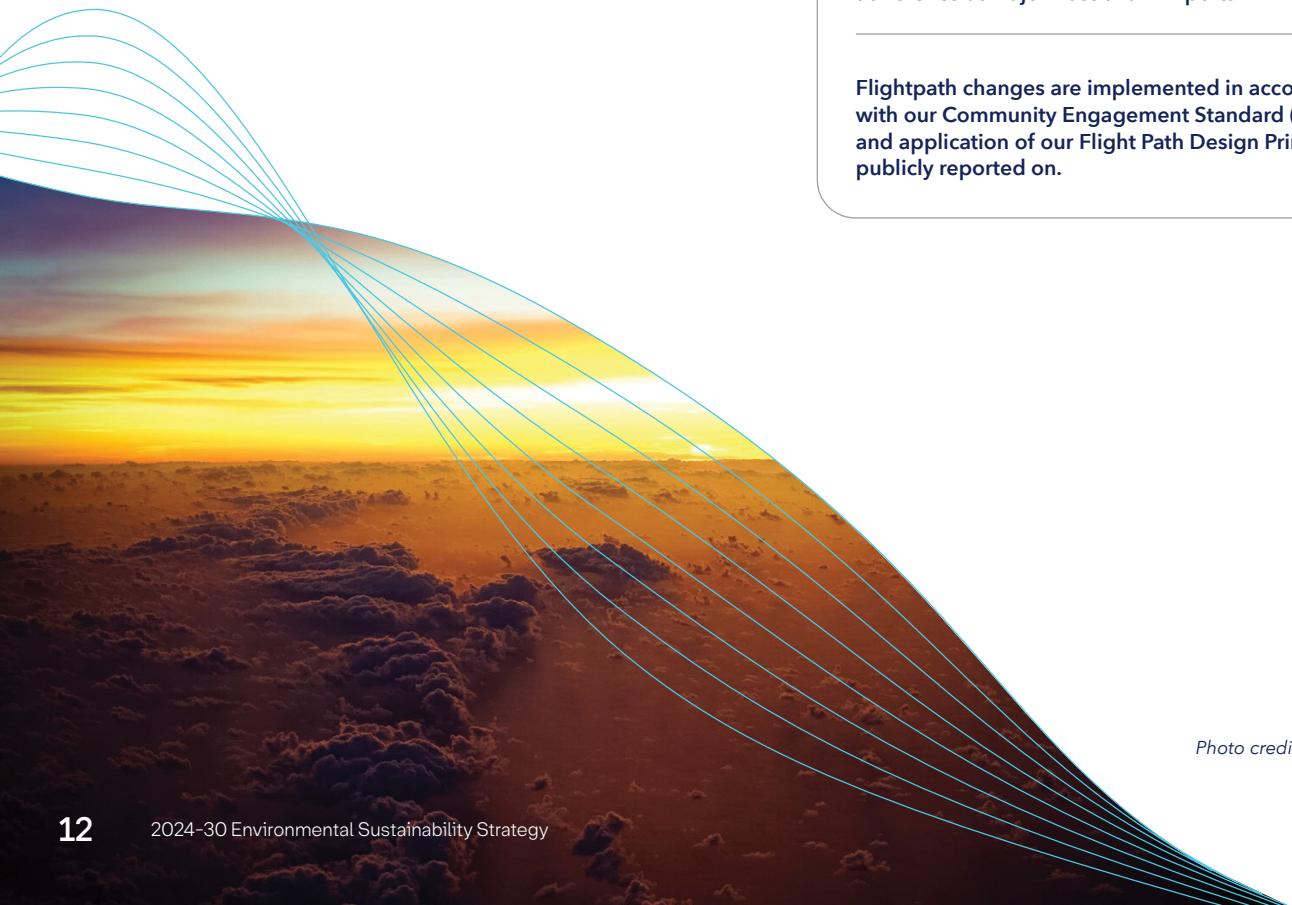


Photo credit: Jackson Farrell.

Our initiatives

Flight path design

As the primary designer of flightpaths in Australia, we apply a community-by-design approach to our design of flight paths, having given regard to safety and compliance with international and national design standards as the highest priority.

To achieve this, we will:

- Design all flightpath changes to minimise, as far as practicable, the impact of aircraft operations on the community.
- Publicly report on the application of our Flight Path Design Principles.

Aircraft noise monitoring and reporting transparency

To monitor noise impacts, we continue to deploy noise monitoring equipment to record aircraft noise levels and identify noise impacts from aircraft operations. In creating a shared understanding of the impacts with the community and stakeholders, we will continue to find new ways to increase transparency and access to the data we collect including improving the transparency of our reporting tools.

To achieve this, we will:

- By 2025, provide Noise Abatement Procedure reporting on 'Aircraft In Your Neighbourhood' and will add rainfall layers to WebTrak for the 16 airports currently covered by these tools.
- Continually expand our Flight Path Monitoring System, WebTrak and 'Aircraft In Your Neighbourhood' to cover at 29 airports where we provide an ATC service.
- By 2030, have established permanent noise monitoring at 10 major Australian airports.

Community engagement

Consistent and effective engagement with communities potentially impacted by aircraft noise is important and is reflected in the development of our Community Engagement Standard, which clearly defines the process for engaging with the public on flight path and airspace changes of various scope, scale, and complexity.

In doing this we will:

- Deliver 100 per cent of flight path changes in accordance with our Community Engagement Standard.

Noise abatement

Noise abatement is managed through Noise Abatement Procedures (NAPs) which are procedures designed to minimise aircraft noise over populated areas. This includes directing flights away from noise-sensitive areas, using routes that avoid densely populated regions and, in some cases, establishing minimum altitude requirements. Every major airport has NAPs.

To achieve this, we will:

- By 2025, we will provide reporting and data on the use of NAPs at all major airports.

Preferred runway use

Provides the opportunity to nominate through NAPs the runway to be used to minimise noise impacts. This is however subject to weather conditions and other safety and operational requirements being met.

To achieve this, we will:

- By 2026, deliver 100 per cent aircraft compliance with preferred runway use in accordance with NAPs at large metropolitan airports, subject to weather and operational conditions.

Pillar 3 **Ecological stewardship**

We manage more than 700 sites across Australia and into the Indian, Southern, and Pacific Oceans, many of which are situated in areas with unique biodiversity and sensitive ecosystems, with some also holding recognised heritage value. Our responsibility is to minimise our ecological footprint and continuously monitor our impacts.

Our commitment to ecological stewardship involves protecting biodiversity and minimising pollution to support long term environmental health. We avoid operations in ecologically significant areas and take proactive steps to prevent ecosystem contamination. Key measures include managing wastewater, controlling stormwater runoff, and handling hazardous substances with care.

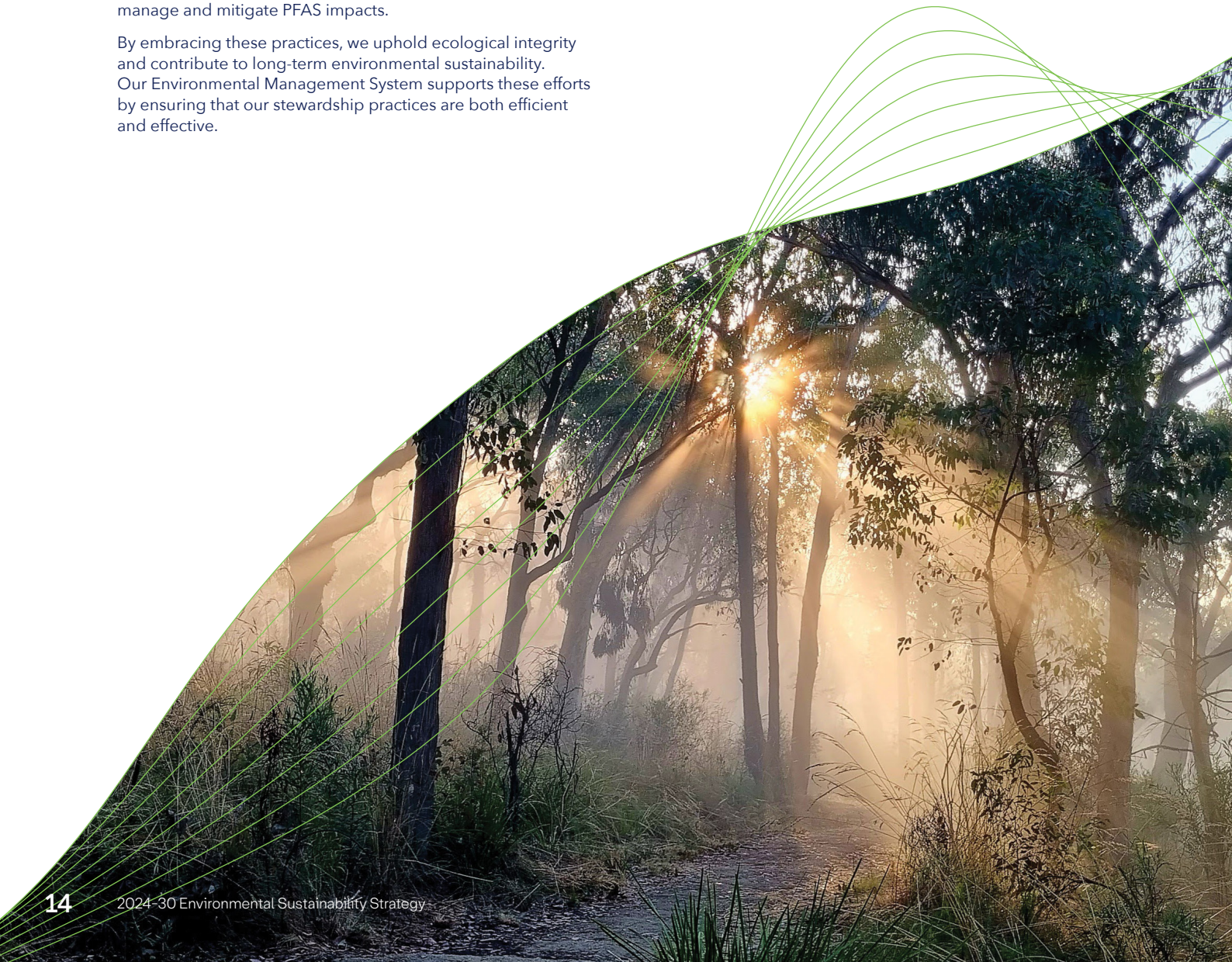
We are actively addressing the legacy of past PFAS use through our National PFAS Management Program. This program includes thorough site investigations, ongoing monitoring, effective management actions, and remediation when necessary. We collaborate with Australian, State, and Territory regulators, airport operators, and research institutions to manage and mitigate PFAS impacts.

By embracing these practices, we uphold ecological integrity and contribute to long-term environmental sustainability. Our Environmental Management System supports these efforts by ensuring that our stewardship practices are both efficient and effective.

Our contribution

Protecting biodiversity across our portfolio.

Minimising pollution, including addressing the legacy of past PFAS use.



Our initiatives

Biodiversity protection

We continue to enhance the protection of our sites addressing both the biodiversity health impacts which come from invasive weeds and pest animals, and potential pollution events from wastewater or the storage of fuels and chemicals.

To achieve this, we will:

- Manage declared plant species within our lease areas.
- Identify priority sites for protection and conservation due to their environmental sensitivity, documenting action plans and implementing measures.
- Implement assurance programs for all environmentally sensitive sites.

Effective and efficient environmental management system

That continues to improve how we integrate our environmental risks and compliance obligations within Airservices risk and decision-making processes.

To achieve this, we will:

- Maintain our ISO14001 environmental certification.
- Develop and embed environmental management plans for the sites we operate.
- Maintain national wastewater monitoring programs compliance.

Legacy PFAS management

We have identified where Airservices PFAS-containing fire-fighting foams have been used and prioritise the health of our people and the community as we develop remediation and other actions to minimise the impacts.

To achieve this, we will:

- Continue to deliver programs such as the longitudinal PFAS blood study to monitor exposure of our employees to residual PFAS, awareness campaigns for our staff on our investigation findings and funding of scientific studies to advance evidence-based exposure outcomes associated with PFAS.
- Complete PFAS remediation works at eight key sites across seven airports by 2030.
- Complete PFAS management actions across 23 lease areas across 16 airports by 2030.

Photo credit: Chris Weenik.

Pillar 4 Sustainable resource management

We are committed to sustainable resource management, focusing on conservation and the responsible use of natural resources for future generations.

As a key player in the aviation ecosystem, we recognise the significant risks climate change poses to the environment, communities, and human health. Increased weather volatility affects various aspects of our operations, including scheduling, flight planning, connectivity, safety, and trajectory optimisation.

To build climate resilience into our infrastructure and operations, we prioritise efficient management of energy, water, land, materials, and waste. Our operations currently contribute approximately 29,500 tonnes of CO_2 annually. To mitigate this impact, we are dedicated to reducing natural resource consumption and increasing the use of renewable resources.

Our approach includes promoting waste reduction, embracing a circular economy, and ensuring sustainable supply chain practices. We invest in green infrastructure and technological innovation, focusing on improved equipment, alternative technologies, and refined processes to enhance our operational efficiency and sustainability.

By integrating these practices, we aim to advance both our business objectives and environmental stewardship, supporting long-term sustainability and resilience.

Our contribution

Achieve a scope 1 and 2 emissions reduction of 43 per cent (compared to baseline) by 2030.

Reduce our overall waste footprint by 50 per cent by 2030.

Achieve net zero for our operations by 2050.

Our initiatives

Sustainable procurement

We will continue to integrate sustainability within our procurement practices to maximise positive environmental, social and economic impact and strive to minimise adverse impact over the entire lifecycle.

To achieve this, we will:

- Maximise value for money considering the social, environmental, and economic values of goods and services.
- Continually improve our anti modern slavery capabilities, and report progress through our Modern Slavery Statement.
- Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.
- Embed sustainability considerations throughout the procurement lifecycle.

Vehicles and fleet

We continue to evaluate viable options to reduce carbon emissions in the range of vehicles we operate.

To achieve this, we will:

- Progressively renew our ARFF Ultra Large Fire Vehicles (ULFV) fleet with low emission technology.
- Transition our passenger vehicle fleet to low emission vehicles where viable models fulfill our operational requirements.

Photo credit: Brendon Carroll.

Energy efficiency and renewable energy

How we use our diverse asset base lends to the integration of solar and other renewable solution across our assets.

To achieve this, we will:

- For new and refurbished infrastructure, include modern energy standards and climate resilience adaptations into future designs.
- For existing infrastructure, continued programs in decommissioning redundant assets, installing SMART Meters and efficient lighting solutions and upgrading our Heating Ventilation and Air Conditioning (HVAC) equipment.
- Increase the proportion renewables make up of our energy use with a focus on our major locations.
- Continue our transition to energy efficient data centres which are more energy efficient and sustainable through leveraging renewable energy, advanced technologies, and efficient design practices.
- Use of ruggedised equipment where practicable which is more climate resistant and does not require cooling with HVAC systems.

Technology innovation

We will invest in technologies that reduce environmental impact and enhance our climate resilience by leveraging digital tools and data analytics to enhance sustainability efforts.

To achieve this, we will:

- Reduce our footprint through the modernisation of our enterprise network and use of satellite bases surveillance.
- Implement Digital Aerodrome Services that will reduce our footprint in the construction of towers.
- Expand remote asset management, reducing business travel and increase service resilience.

Water efficiency

Water is an essential part of our business and is critical in our ability to deliver a fire fighting service. We are committed to finding ways to use water more efficiently.

To achieve this, we will:

- For new and refurbished infrastructure, include modern water efficiency standards and options for water reuse and other climate resilience adaptations into future designs.
- Install water metering at known high water use facilities to enable the measurement and management of water in our operations.
- Apply options to reuse treated water from our fire training grounds as our largest use of water within our business.

Waste reduction and circular economy

We will ensure the use of raw materials in our business is given a whole of life consideration through the promotion of reuse materials where possible and recycling of materials.

To achieve this, we will:

- Reduce our overall waste footprint by 50 per cent[1] by 2030.
- Develop and implement reuse and/or circular economy opportunities for key waste streams by 2026.

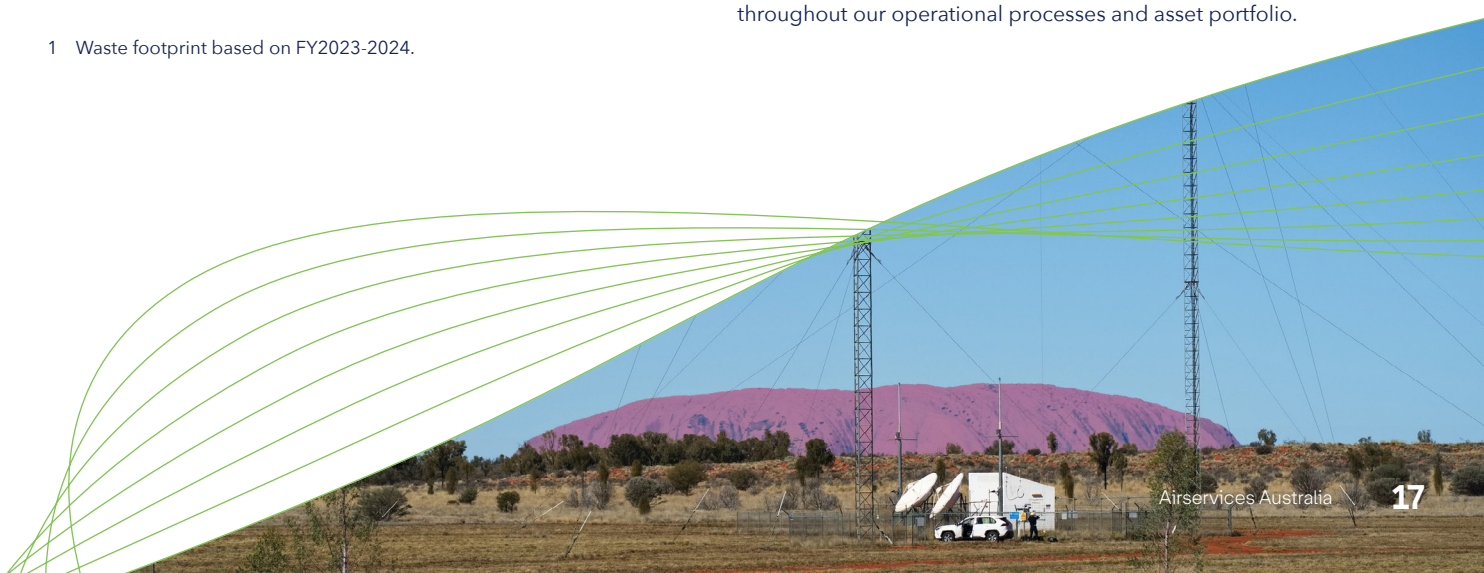
Climate adaptation

We have identified and prioritised our climate change risks and continue to integrate into asset planning to improve resilience of our infrastructure.

To achieve this, we will:

- Continually review climate scenarios analysis for changes to climate conditions and policy landscapes to ensure exposure risks are managed and addressed.
- Integrate climate adaptation and resilience measures throughout our operational processes and asset portfolio.

1 Waste footprint based on FY2023-2024.



Pillar 5 **Communication**

Communication is the key to bringing ESG to life.

However, there is often distrust and misinformation in claims made by organisations. Our approach must be aimed at ensuring our communications are responsible, informative, and enables Airservices to build trust. We will ensure our audiences are informed about our ESG initiatives and progress through regular reporting and engagement with internal and external stakeholders which protects and enhances our corporate reputation.

Communicating our ESG efforts to our employees fosters environmental awareness, builds a shared understanding of our social responsibility, and encourages action. Consistent messaging ensures our employees align with our ESG values and support our initiatives. Further, it is a meaningful part of the employee value proposition.

Innovation and collaboration between internal and external parties is required to develop sustainable solutions for the future. By sharing our ESG challenges and goals, we can build partnerships with other organisations, non-government organisations, and governments at all levels. Engaging effectively with a cross section of interested stakeholders creates shared knowledge. Through this collaboration we can challenge 'norms', build upon ideas through meaningful engagement, and solidify relationships with our shared purpose.

In summary, our communications will support the aviation industry to reach zero emissions by 2050. By demonstrating our ESG efforts and successes, we influence industry standards and encourage collective progress towards this target. We will do this through open and transparent communications with our stakeholders on our sustainability goals, activities, and progress, ensuring accountability.

Our contribution

Establish Airservices Australia as a leader in transparent and credible sustainability communication, fostering trust among stakeholders by accurately reporting on sustainability initiatives, challenges, and progress.

Foster collaboration and commitment of ESG strategy and initiatives with international counterparts and industry bodies.

Our initiatives

Transparency

Transparency lies at the heart of responsible communication, and we will strive to be transparent in all our communications by sharing stories of success and being open about challenges, areas for improvement, and where we have not met the expectations of ourselves or others.

To achieve this, we will:

- Communicate openly about both successes and challenges in sustainability efforts.
- Clearly disclosing ESG policies, practices, and performance metrics, including both positive impacts and areas for improvement.
- Regularly engage stakeholders in dialogue about our sustainability journey.

Accuracy

We will communicate information that is factually correct, comprehensive, and comprehensible to avoid any potential for claims of 'greenwashing'.

Identifying and communicating the most relevant ESG issues that impact the organisation and its stakeholders. Materiality assessments help prioritise which ESG topics to focus on and report.

To achieve this, we will:

- Ensure all information shared is factually correct and easy to understand.
- Provide comprehensive details about sustainability initiatives to prevent 'greenwashing' accusations.
- Set measurable targets and report our progress against them.
- Collect and analyse data on both contributory factors and outcomes and share this intelligence with relevant stakeholders to inform their sustainability efforts.

Regional partnerships

Promote our environment sustainability initiatives through our international programs and regional partnerships to drive awareness and collaboration opportunities.

To achieve this, we will:

- Participate in Department of Foreign Affairs and Trade (DFAT) capacity building programs in the region to identify opportunities to deliver activities supporting neighbouring states and ANSPs in addressing sustainability matters.
- Utilise bilateral engagements to share practices and initiatives on operational and corporate environmental sustainability programs.
- Build on an existing cross-boundary flexible routing initiative with New Zealand, Singapore and Indonesia by adding further airlines and ANSPs to deliver efficiencies to airlines to reduce fuel burn and carbon emissions.
- Continue to be an active participant and contributor to International Civil Aviation Organisation (ICAO) and Civil Air Navigation Services Organisation (CANSO) environmental panels and working groups to support global and regional initiatives and progress towards targets.

Reporting/promoting

Publishing regular ESG reports that detail the organisation's efforts and outcomes related to environmental sustainability, social responsibility, and governance practices. Common reporting frameworks include the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate-related Financial Disclosures (TCFD).

We will regularly report, transparently and accurately, our progress against the strategy, the actions we are taking and our progress towards the targets.

Sharing real-world examples and case studies illustrates the positive impact of ESG initiatives on the environment, communities, and governance practices.

Sharing news of our sustainability goals and initiatives ensures stakeholders and the public that we are delivering on our commitments and meeting their expectations.

To achieve this, we will:

- Establish and report on clear, measurable ESG goals and targets, along with progress updates. This demonstrates commitment and accountability to stakeholders.
- Publish regular sustainability reports that transparently outline progress against goals and targets.
- Issue press releases and hold media briefings on significant sustainability milestones and reports.
- Use the Airservices Australia website to distribute announcements on sustainability initiatives.
- Use social media platforms to share updates, success stories, and relevant industry news.

Employee awareness, participation, support

We will actively engage Airservices people in the Environmental Sustainability Strategy with a mix of internal communications activities designed to foster awareness, promote participation where possible, and build pride in organisational progress.

To achieve this, we will:

- Promote awareness among all staff of Airservices Environmental Sustainability Strategy, commitments, and progress.
- Ensure internal communications related to the Environmental Sustainability Strategy, are aligned with the organisation's values and goals, and the Environmental Sustainability Strategy's, objectives.
- Encourage employee involvement in sustainability efforts which support delivery of the Environmental Sustainability Strategy's objectives.
- Be active and timely in communicating the results of sustainability efforts, highlighting successes, areas for growth, benefits to community, industry, and others.
- Provide transparency on targets, the activities undertaken to deliver the Strategy, and detail on progress towards the achievement of Airservices sustainability goals.

Stakeholder engagement

Actively engaging with stakeholders to understand their concerns and expectations and incorporating their feedback into ESG strategies and communications.

To achieve this, we will:

- Incorporate ESG updates as part of regular engagement touchpoints.
- Collaborate with relevant stakeholders on ESG announcements that involve or benefit their operations.

Demonstrating good practice and improvement

By aligning to and becoming accredited to global industry standards, we demonstrate credibility in our environmental sustainability performance through independent assessment of our efforts.

To achieve this, we will:

- Demonstrate through working towards CANSO Green ATM Accreditation.
- Invite independent assessments to validate our sustainability efforts and performance.

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