

Sustainability Performance Report

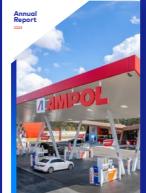
2023



Ampol's 2023 Annual Report incorporates our 2023 Sustainability Performance Report, which outlines Ampol's performance in regards to sustainability targets and outcomes on key metrics across the areas of environment, social and governance. Our Sustainability Performance primarily focuses on Ampol's operations in Australia and Singapore, with Z Energy outcomes incorporated where indicated.

This document is a copy of the Sustainability Performance section recorded in our 2023 Annual Report, separated out to ensure easy access for all our stakeholders. Full access to our 2023 Annual Report can be found at www.ampol.com.au

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Acknowledgment of Country

Ampol acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians and the Traditional Owners emerging and recognise their role in maintaining culture and country and their spiritual connection to the land. Our registered office is located on the lands of the Gadigal People.

The following terms are used throughout this document to define the entities to which this information relates:

"**Ampol**" or "**Group**" means Ampol Limited and its controlled entities, and their interests in associates and jointly controlled entities, unless otherwise stated or otherwise clear from the context in which the term is used.

"**Z Energy**" means Z Energy Limited and its controlled entities.

Our commitment to sustainability

In executing our corporate strategy and delivering on our purpose, we recognise that we need to take a responsible and long-term view to deliver enduring value for our customers, shareholders, employees, and the communities in which we operate.

We are committed to transparency, and our approach involves making sustainability integral to decision-making at all levels across our business. We do this in a way which balances environmental, social and governance considerations within our broader strategic objectives, as well as being guided by the Ten Principles of the United Nations Global Compact (UNGCG), which Ampol is a signatory. Ampol is also a member of the UNGC Network Australia.



Our approach to sustainability considers and aligns to recognised industry best practices and standards, and ongoing feedback from our stakeholders on what they regard as the material issues for Ampol to address. We are committed to continually developing and working to improve and implement policies and plans to drive progress on our commitments, with key policies and plans including:

- Climate Change Position Statement
- Supplier Code of Conduct
- Representation, Equity and Inclusion Policy
- Human Rights Policy; and
- Reconciliation Action Plan.

For additional information on our Corporate Governance and access to these documents visit the Ampol website.

Our approach to sustainability performance reporting

Our Sustainability Performance Report is aimed at improving transparency of our most material non-financial risks, explaining how we manage these risks and opportunities as well as operate responsibly.

Reporting period and boundaries

Unless otherwise identified, our Sustainability Performance Report covers the period between 1 January 2023 to 31 December 2023, with the exception of energy (GJ) and greenhouse gas emissions data (Scope 1, 2 and 3) which covers the reporting period from 1 July 2022 to 30 June 2023, in accordance with our Australian reporting obligations under the *National Greenhouse and Energy Reporting Act 2007*.

Our 2023 Sustainability Performance Report is focused on our operations in Australia, Singapore and Houston (USA) where identified, as well as New Zealand (Z Energy). For more information on Z Energy's sustainability performance, visit the Z Energy website.

Reporting standard and limited assurance

We prepare our report with reference to the Global Reporting Initiative (GRI) Standards to provide our stakeholders with comparable information relating to our sustainability performance.

In addition to this, we also engage KPMG to provide limited assurance over selected sustainability information to provide confidence in our datasets – this includes safety, greenhouse gas emissions data and performance. KPMG's public Assurance Statement can be found at the rear of the Sustainability Performance section of this report.



UN Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) seek to address the most significant challenges our world is facing today by 2030. We have identified ten SDGs that sit within our sustainability strategy in relation to which we feel we can make the most meaningful contribution towards as a Group. For more information on how the ten SDGs sit within our 2023–2025 Sustainability Strategy, can be found on the Ampol website.



Sustainability Index and Datasheet

This report summarises our key, overarching metrics that govern our approach to sustainability. Ampol also reports on a range of additional sustainability metrics not released in this report. For additional information and metrics please see our 2023 Sustainability Datasheet and Appendix, which can be found on the Ampol website and contain:

- 2023 sustainability performance data
- Global Reporting Initiative (GRI) index; and
- United Nations Sustainable Development Goals (SDGs) progress.

2023–2025 Sustainability Strategy

In 2022, we refreshed our sustainability strategy to align more closely to our corporate strategy, and to cover all the geographies in which Ampol operates. Within our sustainability strategy, we set a vision, as well as developed principles that help to guide our approach to integrating sustainability into all levels of decision-making across our business.

We have developed a roadmap, and detailed the activities we plan to undertake in order to progress towards our 2025 commitments and 2030 goals.

Our commitment to sustainability continued

Strategy scorecard

Pillars	Vision	Principles
 People Empowering communities and our people	 Net Zero Support acceleration towards net zero	 Authenticity Powering positive environmentally and socially sustainable outcomes in the communities in which we operate

Focus	Wellbeing and inclusive workplaces	Indigenous partnerships	Supporting communities and nature	Circular economy	Decarbonisation
2030 Goals¹	Drive safe, healthy, equitable and inclusive outcomes for our people including upskilling and development for the energy transition	Contribute to reconciliation where Aboriginal and Torres Strait Islander peoples have equitable participation in Australian society and where the long heritage and culture of First Australians is respected. Achieve a material uplift in the representation of Māori and Pasifika as part of our workforce in New Zealand	Have a positive and measurable impact in the communities where we operate and support nature positive outcomes	Collaborate with our value chain partners, government and industry to reduce waste and support the transition to a circular economy	Contribute towards our ambition ² of net zero emissions across our operations by 2040 ³ together with reducing the emissions intensity of the products we sell to customers and within our supply chain
2025 Public Commitments  Delivered  Progressing  Pivoted  No change  Not started	<ul style="list-style-type: none">  Deliver a mental health first aid program to senior leaders and a minimum 10% of permanent workforce.  Introduce a wellbeing leave offering for employees.  Achieve a 40/40/20 gender representation target across our enterprise.  Gender-pay difference on like-for-like roles is between +/- 1%.  Improve our status in the Australian Workplace Equality Index. 	<ul style="list-style-type: none">  Work towards and maintain relevant representation of Indigenous people across the geographies in which we operate.  Develop a commitment to Te Tiriti o Waitangi/Te Ao Māori.  Maintain and strengthen relationships with Clontarf and Stars Foundations and TupaToa.  Execute our Aboriginal and Torres Strait Islander procurement strategy.  Establish a stretch-level Reconciliation Action Plan. 	<ul style="list-style-type: none">  Increase Ampol Foundation 'total community contribution' to >AU\$5 million including cash donations, in-kind support, employee contributions, fundraising and employee volunteering hours.  Deliver Z Energy's Biodiversity Fund and Good In The Hood campaign to local communities.  Increase Australian employee volunteering and workplace giving outcomes by 50% from 2021 levels.  Continue to take a proactive approach to the responsible sale of tobacco.  Establish metrics and systems to measure social and nature positive value.  Development and delivery of proactive community and environmental programs across targeted Fuel Supply Chain facilities. 	<ul style="list-style-type: none">  Establish standards to integrate circular economy principles into the business including use of renewable and sustainable raw material; reuse/recyclability of equipment that has reached end of life and adaptive re-use of assets and equipment.  Convenience Retail – reduce operational emissions⁵ on an absolute basis by 25% by 2025 from 2021 levels.  Fuels and Infrastructure – reduce operational emissions intensity⁶ by 5% by 2025 from 2021 levels.  Z Energy – progress 2030 goal to reduce operational emissions⁷ by 42% from 2019 levels.  Progress target of achieving 500 EV charger bays by 2027 in Australia.  Enhanced processes to identify emissions reduction opportunities within our supply chain, partnering where feasible.  Continued transparency and climate disclosures aligned with Task Force on Climate-related Financial Disclosures (TCFD). 	
UN SDGs	     	  	 	  	
	<p>1. Goal refers to our aims for the desired result from our initiatives in the relevant focus.</p>				<p>2. Ambition refers to seeking a certain outcome for which the pathway to achieving this is uncertain. Efforts will be pursued towards addressing the ambition subject to certain assumptions and conditions.</p> <p>3. Net zero refers to a state in which greenhouse gas emissions going into the atmosphere are balanced by removal out of the atmosphere. Ampol's net zero ambition includes operational emissions within Australia and assumes Lytton refinery will no longer be operational by 2040. It includes the use of carbon offsets if required.</p> <p>4. This commitment applies to Convenience Retail and Fuels and Infrastructure business units operating in Australia. Equivalent net renewable includes electricity offset with large-scale renewable energy certificates, on-site solar and grid decarbonisation.</p> <p>5. Ampol's definition of operational emissions is in accordance with the National Greenhouse and Energy Reporting (NGER) definition and refers to all Scope 1 and 2 emissions within Ampol's operational control in Australia.</p> <p>6. Total emissions (Scope 1 and 2) per kL of Total High Value Product (HVP) for Lytton refinery and total emissions (Scope 1 and 2) per kL of Total Fuel Throughput for our three largest Terminal facilities: Kurnell NSW, Banksmeadow NSW and Newport VIC.</p> <p>7. Z Energy's operational emissions includes Scope 1 and 2 emissions, together with Scope 3 emissions associated with staff travel, waste to landfill and domestic distribution and storage of fuels in New Zealand.</p>

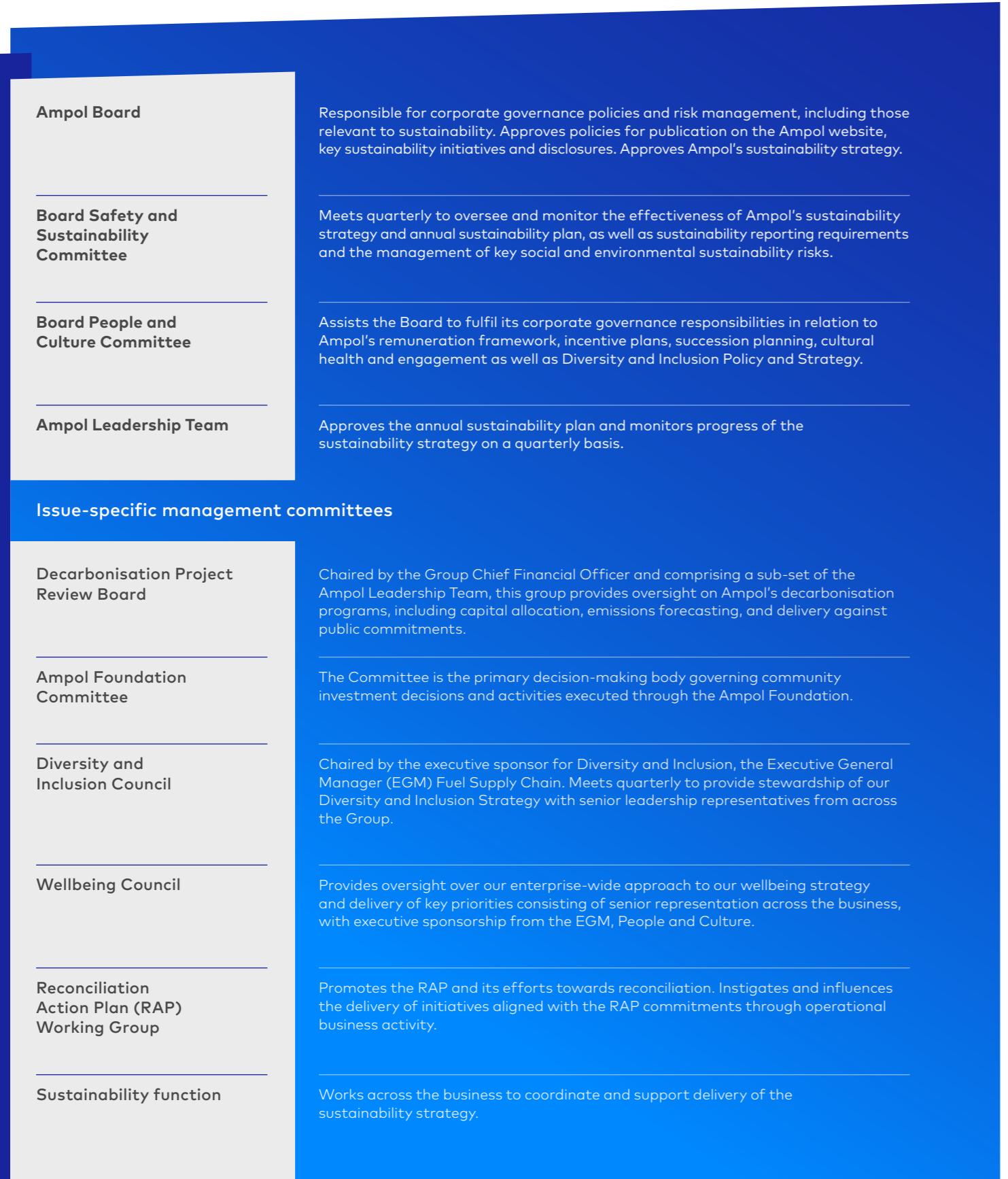
Our commitment to sustainability continued

Sustainability governance

We believe adopting a high standard of corporate governance is essential to sustaining long-term performance and creating value. Each year we prepare a sustainability plan that supports the delivery of our yearly sustainability commitments made in our Annual Report, as well as our overarching 2025 targets¹ and 2030 goals that sit within our sustainability strategy. Within this plan, we outline the initiatives to be implemented throughout the year as well as the metrics required to help us measure successful performance.

Below is a summary of the governance structure that we have in place to support delivery.

1. Target refers to an intended outcome where we have identified one or more pathways for delivering that outcome subject to certain assumptions and conditions.



2023 Sustainability performance

Last year we set 20 public sustainability commitments that aligned to the five focus areas that sit within our refreshed 2023–2025 Sustainability Strategy. Our sustainability plan and corresponding program of work to help support the achievement of these commitments were overseen by the Ampol Leadership Team and the Ampol Board's Safety and Sustainability Committee.

In 2023 we made good progress against our 20 sustainability commitments, some of which are medium-term in nature and align to our 2025 targets.

● 14	commitments delivered
○ 2	commitments in progress
△ 3	commitments pivoted

Further detail on the individual status of each of our 2023 public commitments can be found throughout the sustainability performance section of this report.

2024 Sustainability commitments

With the introduction of new government policy relating to climate disclosures and our strategic efforts to successfully navigate the energy transition, we have determined to pivot and reprioritise some of our 2024 sustainability key deliverables outlined in our 2023–2025 Sustainability Strategy. As such, we will focus on items that can have the biggest impact to achieving our objectives. This includes prioritising efforts to develop and improve our reporting and developing the disclosures that will be required under the Exposure Draft legislation that seeks to amend parts of the *Australian Securities and Investment Commission Act 2001* and the *Corporations Act 2001 (Cth)* to introduce mandatory requirements for large businesses and institutions to disclose their climate-related risks and opportunities.

As a result, we have deprioritised or pivoted the below 2024 deliverables:

Supporting communities and nature

- Develop a biodiversity policy and undertake biodiversity assessments, developing management plans as required – *deprioritised*
- Development of environment and community database including measuring social impacts – *pivoted*

Decarbonisation

- Explore development of customer carbon management tool – *pivoted*
- Enhance carbon data management systems extending to Scope 3 emissions – *pivoted*

Further detail on the individual update of each of our 2024 public commitments can be found throughout the sustainability performance section of this report.

Industry collaboration

To effectively advocate for a common industry view on key policy matters as well as broader community issues, we participate in, and are a member of, several industry forums and associations. This helps to provide us with access to insights and expertise across new and existing markets as well as enhancing our ability to advocate for sound policy outcomes to address the challenges and opportunities our industry faces.

Listed below are some of the industry associations and business forums in which we participate:

- Australian Association of Convenience Stores
- Australasian Convenience and Petroleum Marketers Association
- Australian Climate Leaders Coalition
- Australian Hydrogen Council
- Australian Industry Greenhouse Network
- Australian Industry Group
- Australian Institute of Petroleum
- Bioenergy Australia
- Business Council of Australia
- Carbon Market Institute
- Clean Energy Council
- Electric Vehicle Council
- Gas Energy Australia
- Global Compact Network Australia
- New Zealand Climate Leaders Coalition
- Sustainable Business Council (New Zealand)
- Sustainable Business Network (New Zealand)

Investor engagement on sustainability

As part of our investor engagement program, we regularly meet with existing or prospective investors on our sustainability performance. These meetings often include Ampol's MD and CEO, as well as members of the Ampol Leadership Team. Engagement sessions are an opportunity to invite and understand investor feedback on critical business plans and progress. In 2023, we saw a shift in investor engagements with buy-side ESG analysts attending sessions with portfolio managers. This speaks to a broader shift Ampol has seen in investors' area of focus.

Regarding sustainability, our focus areas with investors in 2023 included:

- the release of our 2023 Climate Report, detailing Ampol's pragmatic and customer-led approach to energy transition and decarbonisation;
- updates on our progress to meet our short-term (2025) Australian emission reduction targets to support our ambition to achieve net zero operational emissions by 2040;
- updates on the delivery of our future energy projects, including the significant progress made in our test and learn activities across a range of mobility solutions and in progressing the rollout of our on-the-go EV charging network;
- accessing sustainability-linked debt financing;
- Ampol's strategic planning to better understand our long-term opportunities pipeline, including the release of new in-house climate modelling of the Australian transport sector, building on the modelling work released in 2021; and
- our safety, environmental and community performance and the management of modern slavery risks in our supply chain.

Ampol 2023 ESG rating performance²

MSCI	'AA'	rating maintained
SUSTAINALYTICS	47.8³	Average ESG risk management score
FTSE4Good	3/5	
ISS ESG	2/10⁴	Governance
	3/10	Social
	4/10	Environment

2. In 2022 Ampol received a 'Comprehensive' ESG rating by ACSI for ASX200 Sustainability Reporting. However as of 2023 ACSI are no longer undertaking ESG ratings on ASX200 companies.
3. Sustainalytics ESG Risk Management Rating is categorised across three levels: Strong (100–50), Average (50–25) and Weak (25–0).
4. For ISS rating scores, 1 represents the highest score possible.

2023 Sustainability Performance – People



People

Empowering communities and our people



2023 Safety performance

Fuels and Infrastructure

Providing a safe and healthy workplace for our employees in all the geographies in which we operate is the first focus for everyone in our business.

We operate in a complex and hazardous industry, so the consequences of not getting it right are significant and we are rigorous in recognising and reducing risk. Pleasingly, in 2023 our Fuels and Infrastructure business saw an improvement in Total Recordable Injury Frequency Rate (TRIFR), reducing by 48%, from 4.2 in 2022, to 2.2 in 2023. We achieved a 33% reduction in recordable injuries, down from 15 in 2022, to 10 in 2023. Additionally, the rate of impacted days away associated with these injuries notably decreased by 62% throughout the year. There were no Category 2 personal injuries in 2023.

There was a focused effort to promote safe work practices and enhance safety awareness across our Fuels and Infrastructure businesses in 2023. We actioned contractor intervention and safety improvement initiatives actively engaging with staff and contractors to strengthen risk mitigation practices. In 2024, we will continue to deliver and implement identified improvement initiatives.

Process safety

In 2023 we recorded two Tier 2 process safety incidents. One incident saw a spill of 400 litres of petrol during a truck loading at Albany Terminal. All product was captured within the tanker truck loading rack and the on-site interceptor catchment pit. The other incident occurred at the Lytton refinery with a release of refining products that resulted in two workers being exposed. Both workers attended hospital for precautionary checks and were later discharged.

Safety improvement initiatives

We have an active program of implementing improvements in our systems and practices to ensure we work safely and during 2023, this program included, amongst many actions, the following interventions and initiatives:

- the implementation of an enhanced risk assessment tool to allow for a more comprehensive evaluation of potential hazards for our Distribution network;
- various safety initiatives, including, within Distribution, campaigns such as awareness of hazardous rail crossings and recognising and acting upon hazardous tanks at customer locations;
- began the implementation of a 'Stop, Think, Act' campaign to ensure our people are well informed and equipped with the necessary knowledge and skills to prioritise their personal safety;
- over 15,000 hours of face-to-face training and more than 5,900 online courses were completed at Lytton refinery by contractors and employees. The training focused on various induction, health, safety and environmental topics;
- updating critical operating procedures including high risk work standards and procedures at Lytton refinery to align with regulation and best practices; and
- the introduction of mental health awareness training for key leaders.

Convenience Retail

Our Australian Convenience Retail's Total Recordable Injury Frequency Rate (TRIFR) remained broadly consistent at 3.8 in 2023 from 3.5 in 2022, and total recordable injuries at 28 in 2023 from 27 in 2022. For the third consecutive year, we have seen no Category 2 personal injuries recorded. Throughout 2023 our focus was on:

- hazard reporting, in response to which we saw an increase of 300 hazards reported in comparison to 2022;
- safety leadership engagement conversations which lifted from 3,801 in 2022 to 5,431 in 2023; and
- increasing our security controls to maintain a safe workplace for our team and to assist in reducing exposure of our team to security events. We saw a 45% reduction in armed hold-up incidents from 2022 and a 10% reduction of break and enters from 2022 to 2023.

Z Energy

In 2023, Z Energy adopted Ampol's safety performance metrics and calculations, and subsequently saw a Total Recordable Injury Frequency Rate (TRIFR) of 3.8 and 14 recordable injuries in 2023.

Process Safety

Z Energy recorded one Tier 2 process safety incident in 2023. The incident involved a spill of 80 litres of petrol inside a truck gantry at Nelson Terminal. All product was contained in the truck bund embankment.

Safety concerns

Perhaps the most significant safety concern for Z Energy over 2023 has been the increasing aggression of some customers towards retail staff. Such abuse has also been observed across other retailers in New Zealand.

Theft at retail service stations, including convenience products instore and fuel, remains a significant issue. During 2023 there were 24,700 cases of fuel 'drive-offs', slightly higher than in the previous year.

Z Energy has invested in a range of initiatives to support the safety of their employees, including extensive training. Z Energy will have further initiatives in 2024 targeted on addressing customer aggression and theft.

Culture and capabilities

Strong cultural health is a high priority, and is critical as Ampol continues to lead through a multi-year energy transition. We are committed to a culture which is bold, nimble, and ambitious with the aim of creating sustainable value for our stakeholders. There has been a lot of progress that has led to sustained high employee engagement in 2023.

As our business evolves, the capabilities and behaviours we need to be successful must also change. Our cultural commitment will allow us to look for new ways that we can improve. So as a first step, we asked our people what capabilities they think we need to deliver on our aspirations now and in the future.

What we heard back helped us evolve our approach to create a leadership framework, based on the following principles:

- one framework for everyone that is simple and works across the Group;
- aligned to our vision and strategy, inclusive of who we are now, whilst also creating the foundations for who we want and need to be in the future;
- anchored to leadership behaviours and attributes everyone needs to demonstrate, so that we can successfully and sustainably deliver on our strategy; and
- sustained focus on technical capabilities where there will continue to be a focus on these in each business area.

Following a successful launch in June 2023, we have made significant progress in embedding the leadership framework into employee experience, including self-assessment tools; self-paced learning; and a formal learning program for our senior leaders (~200) across the Group.

As we increase our pace of transformation, it is critical that we understand how our employees are thinking and feeling and that we use these insights to adapt how we lead and support teams. Following three years of annual engagement surveys, in May 2023 we implemented 'Peakon', our high frequency (e.g. monthly) engagement survey, which has three underlying features:

- holistic measurement of engagement – insights about employee experience, benchmarked from over 160 million unique global surveys all using the same model of engagement with very closely aligned questions;
- intelligent listening – Peakon asks the right question at the right time to the right person (e.g. new to organisation receive different questions to longer tenures); and
- localised and decentralised – each leader of five or more people has a dashboard for their team highlighting strengths, suggested priorities and actions. Every participant has an individual dashboard tracking engagement and comments.

After six months of surveying across the Group, we have observed high engagement at 79% or an employee Net Promoter Score (eNPS) of 40 which places Ampol in the top 25% of companies in Peakon's global benchmark. This has all been achieved with an aggregated participation rate of 71%.

As we look ahead to 2024, we will maintain high engagement by mobilising our people around our strategy, driving greater value through the way we connect, and continuing to engage our people so that they feel included, inspired and valued.



2023 Sustainability Performance – People continued

Employee wellbeing

Our Group wellbeing framework is established with three pillars of physical, mental, and social wellbeing.

Senior leader representatives from across the Group meet bi-monthly as part of a Wellbeing Council to steer the delivery of the Group wellbeing framework. Throughout 2023, we have made progress in supporting wellbeing, including:

- we continued to offer wellbeing days as additional leave benefits each quarter to those who are utilising their leave entitlements appropriately;
- utilising R U OK? Day in Australia, we continued to support employees in connecting with their colleagues and leaning into the important conversation about mental ill health;
- in support of both social and physical mental health we facilitated 103 employees to participate in the March Change, a 31-day fitness challenge where we raised AU\$10,000 for Australia's Cancer Council; and
- delivering mental health first aid awareness training for our Ampol Leadership Team.

Delivering mental health first aid training to the Ampol Leadership Team

To deliver on our mental wellbeing pillar, we committed in 2023 to delivering mental health first aid awareness training for the Ampol Leadership Team. In December, we engaged with a Principal Psychologist at Communicorp to deliver Workplace Psychological Health Essentials training, which was aimed at developing supportive leadership skills, by focusing on a capability uplift in identifying and responding to mental health related issues in the workplace.

Curated specifically for Ampol, the training session brought together the Ampol Leadership Team to acquire the knowledge to learn and practise key skills in recognising early signs of declining mental health. Through this, they learnt to respond appropriately by preparing for, instigating, and participating in conversations about mental health with their team members. As well as equipping them with the necessary skills to model, coach, and promote similar supportive leadership behaviours across Ampol. Following the successful delivery of this, we will expand this training to our key senior leaders across the Group in 2024.

Diversity and inclusion

We are committed to a culture that connects and empowers our people to contribute to their full potential whilst delivering to our strategy.

During 2023 our diversity and inclusion strategy focused on:

- gender – equitable gender representation and pay;
- inclusive work practices – executing and embedding initiatives that drive inclusion; and
- Indigenous partnerships – increasing our understanding, connection and equitable outcomes for the Indigenous cultures where we have large workforces, i.e. Australia and New Zealand.

Throughout 2023, stewardship was held through our Diversity and Inclusion Council to share updates on past and future initiatives and identify opportunities for cross business collaboration.

Gender

Our approach to advancing gender equality in 2023 included a focus on representation, pay equity, and gender inclusive policies and practices.

We are proud to be committed to the representation principle of 40% female/40% male/20% any gender. In 2023, we achieved this target with female representation reaching 42% at an overall level, as well as reaching 40% female representation among our senior leaders. The Ampol Board maintained its female representation at 33%, which is unchanged from 2022.

In addition to representation, we are focused on gender pay equality and managing any gender-based pay differential. Pleasingly, our overall average pay gap has improved to 13.7% (in favour of males). However, a continued focus is required on our gender pay equity position which has held flat when comparing like-for-like roles (-1.3% in favour of males). We continue to strive to be within our targeted range of +/-1% in this space.

We continued to invest in the growth and development of our talent with females representing 53% of all promotions throughout 2023. In addition, 70 female employees participated in the 'Women Rising' leadership development program supported by 12 participants in the 'Male Allies' program which was launched to complement Women Rising.

Z Energy gets New Zealand's GenderTick re-accreditation

New Zealand's GenderTick is a formal accreditation program designed to acknowledge organisations which have successfully demonstrated their compliance and leadership in the gender equality space on an annual basis. In 2023, Z Energy achieved their re-accreditation for the fourth time, through evaluation across key indicators such as including equal pay, leadership representation and a gender inclusive culture. They have also now received the Advanced GenderTick for two consecutive years.

Z Energy wins award for salary transparency

In March 2023, Z Energy won the Supreme Award at the Human Resources Institute of New Zealand (HRNZ) awards ceremony. HRNZ is a professional body for human resources professionals, with their Supreme Award being awarded to an organisation showcasing the greatest level of overall leadership in human resource practices. Z Energy was awarded the Supreme Award for their initiative to help close their gender pay gap. Salary transparency, an innovative KiwiSaver offering to benefit those who work part time or take time off for parental leave, and systematic modelling of their gender pay gap, have helped Z Energy progress their objective to close their pay gap by 2024. Alongside this objective, the initiative will help to achieve more equitable outcomes for women both now and into their retirement.

Inclusive work practices

At Ampol promoting and embedding inclusion is the responsibility of everyone. In 2023, our employee-led network groups or 'Inclusion Action Networks' helped to advance this focus, with committed advocates leading on important issues such as gender, LGBTQIA+, sustainability, neurodiversity and Indigenous inclusion. In addition to this, we developed a structured and holistic way to honour and recognise important days of significance throughout the year, to mark the different ways our people celebrate culturally significant events.

Ampol's Women Inspiring Fresh Ideas (WIFI)

In its eighth consecutive year running, the WIFI network continues to centre on advancing gender equality through its three pillars of network, connect, and empower.

In 2023 WIFI continued to hold regular learning sessions and delivered another year of their group mentoring development circles capturing 45 people. Some additional WIFI initiatives during the year included:

- holding quarterly sessions to learn from women across the business on several topics including unconscious bias and career journeys of several senior leaders;
- selecting RizeUp as WIFI's social responsibility focus for its purpose of providing life changing practical support for families affected by domestic and family violence – including the raising of \$1,300 for the Polished Man charity with all funds raised going to RizeUp; and
- expanding opportunities to share self-development through a monthly podcast program.



2023 Sustainability Performance – People continued

Ampol Rainbow Alliance (ARA)

The ARA has been an active employee-led network in our Australian business for over four years. ARA's purpose is to ensure a safe space for all, and to bring those of diverse sexualities and genders, and their allies, together to learn, develop and support to achieve their full potential.

In 2023 ARA continued to play a key role, including:

- facilitating Ampol as a proud sponsor of the Australian Queer Aquatics Festival during Sydney Mardi Gras and a highly successful Glampol campaign across key Convenience Retail sites in Australia to mark WorldPride;
- continuing their support of Pride in Diversity, Australia's first and only not-for-profit employer support program for LGBTQIA+ inclusion. Ampol hosted the inaugural Sydney Executive Leadership Networking event, and again sponsored their annual Pride in Practice conference;
- collaborating with InterRetail, which is a network group across some of Australia's largest retailers for LGBTQIA+ retail employees and their allies including hosting a networking event in celebration of Pride Month; and
- we continue to strive for stronger LGBTQIA+ workplace inclusion and through our participation in the Australian Workplace Equality Index (AWEI), we are seeing strong progress. For example, 83% of respondents agreed that Ampol is genuinely committed to LGBTQIA+ diversity and inclusion – an uplift of 98% on prior survey.

Our New Zealand based business also made strong progress in LGBTQIA+ inclusion in 2023:

- receiving the Rainbow Tick reaccreditation, spearheaded by their Network Rainbow@Z. A Rainbow Tick is awarded to organisations in New Zealand that complete an assessment process showcasing that as an organisation they embrace diversity of sexual and gender identities; and
- sponsoring the Auckland Pride Parade and Wellington Pride Festival and sponsored the small- and medium-sized enterprise category at the Rainbow Excellence Awards.

In addition to the above, we continued with our commitment to celebrating days of significance including IDAHOBIT, Pride Month, Wear it Purple Day, Trans Awareness Week, and World AIDS Day.



Championed by ARA, Ampol goes rainbow with 'Glampol'

In February 2023, we launched 'Glampol', a month-long campaign celebrating and showing our support for the LGBTQIA+ community. Aligned with WorldPride 2023 and Sydney Mardi Gras, our Coogee and North Bondi sites were dressed up in rainbow elements across their respective forecourts and canopies.

Complementing this campaign, we hosted a 'Drag Baes Window Wash' fundraising event. We collected donations at other stores across our Sydney network, including Manly, Neutral Bay, Randwick, Woollahra, Rosebery, Alexandria, Lane Cove West, and Coogee South.

Our Glampol campaign also saw us host an event with special guest, Josh Cavallo – Adelaide United midfielder and the only openly gay footballer currently playing in a top division in Australia. Josh joined us to share his story, discuss the very important topic of mental health within the LGBTQIA+ community – and more specifically, young people – and the importance of living fearlessly and accepting people for who they are.

We raised over AU\$22,000 for Minus18, an Ampol Foundation charity partner that focuses on supporting the mental health of rainbow youth. The campaign was also amplified across Ampol's various social media accounts, raising greater awareness about Ampol's commitment to diversity and inclusion.

Indigenous partnerships

Our focus on Indigenous partnerships differs by geography:

- Aboriginal and Torres Strait Islanders through our Reconciliation Action Plan (RAP) in Australia; and
- Māori and Pasifika through our ongoing commitment to Te Ao Māori in New Zealand.

Australia

During 2023, we prioritised cultural awareness and capability, to strengthen our understanding of Aboriginal and Torres Strait Islander heritage and cultures, including:

- delivering cultural competency session with the Ampol Leadership Team;
- further education session for Ampol senior leaders on cultural awareness;
- a Company-wide e-learning module, completed by over 96% of our Convenience Retail staff; and
- strong progress in building relationships with local land councils in proximity to our Tier 1 locations. For example, collaborating with traditional landowners to create an Indigenous bush tucker garden at our Lytton site, and incorporate local Indigenous elements at our recently revamped Pheasants Nest highway site.

We continue to work towards and maintain relevant representation of Aboriginal and Torres Strait Islander people within our workforce. In 2023, this decreased from 3.2% to 2.9% and we are aiming to better understand how we can foster stronger retention of our workforce who identify as Indigenous.

Building on the launch of our Indigenous Procurement Strategy in 2022, our commercial engagement with Aboriginal and Torres Strait Islander businesses grew significantly over the past year, with a 100% increase in our annual procurement spend and a 54% increase in the number of affiliations with Aboriginal and Torres Strait Islander owned businesses.

We also continued the implementation of our second Innovate-level RAP, with 80% of planned RAP activities completed in the period to 31 December 2023 (with an anticipated 86% completion rate by the conclusion of this RAP in March 2024). Progress was led by our RAP Working Group, comprising of representatives from across the business who track progress, learnings, and future activity. Achievements were shared with the Ampol Leadership Team and broader workforce, quarterly.

Increasing our leadership cultural awareness

One of our commitments was to deliver cultural awareness training for senior leaders across Ampol.

Our Ampol Leadership Team participated in a cultural competency session with Shelley Reys AO, CEO of Arrilla Indigenous Consulting.

We followed this up by engaging Paul Sinclair from Mirri Mirri Indigenous Consulting to host several cultural awareness sessions for over 150 Australian-based senior leaders to encourage conversation and increase understanding, value and recognition of Aboriginal and Torres Strait Islander culture. Over 80% of participants reported increased confidence to discuss the topic with their teams, and a recording of these sessions was provided through our intranet. This included access to a range of information and resources about Indigenous history, reconciliation, and at the time, the Uluru Statement from the Heart in relation to the Voice to Parliament referendum that was held in Australia on 14 October 2023.



Bringing Clontarf Foundation and Red Bull Ampol Racing together

Clontarf Foundation is one of our longstanding Ampol Foundation partners who support the education and wellbeing of Indigenous youths.

Bringing together our charity partners and key sponsorships allows us to drive positive change in the communities in which we operate. This year we once again brought together two of our most important partnerships: Clontarf Foundation and Red Bull Ampol Racing.

With a competition commencing in late 2022, the winning artwork design submission was awarded to Clontarf academy Ambrose Treacy College in Brisbane. The design was used for Red Bull Ampol Racing's Indigenous car livery held at the Darwin Triple Crown in June 2023. Lead designer student Brock Compton (who happens to be named after racing royalty Peter Brock) along with 10 of his academy peers, won a trip to Darwin for the Supercars Indigenous Round race weekend. The artwork design embodied the 'Spirit of the Driver', which talks to the journey of a race car driver, including their achievements and challenges along the way while being supported by their family, friends, crew and fans.

The artwork also featured on the drivers, suits which were auctioned off over the race weekend as well as on team merchandise. The proceeds of sale raised a further \$7,400 for the Clontarf Foundation in addition to Ampol's \$300,000 annual contribution.

New Zealand

Developing a greater understanding of Te Ao Māori has advanced through initiatives including:

- the launch of the 'Commitment to Te Ao Māori' in June – 'Te Terenga' and delivering capability building activities for our Z Energy Leadership Team;
- completing the second cohort of Te Ao Māori training in December 2023; and
- the appointment of our first dedicated internal leader responsible for building Māori capability in our New Zealand workforce.

Our focus on representation in recruitment by using diverse job boards resulted in:

- a 58% increase in Māori applicants year-on-year;
- five TupuToa interns commencing in November 2023;
- the attraction of 60% Māori or Pasifika representation in the 2024 graduate cohort; and
- increasing our Māori and Pasifika employees in our New Zealand workforce to 9.8% at the end of 2023.

Z Energy's Te Ao Māori knowledge and culture training

As part of their journey to gain a greater understanding of Te Ao Māori, Z Energy has continued to provide opportunities for employees to build their Te Ao Māori capability. The Z Energy Leadership Team and extended senior leaders have participated in Te Ao Māori development sessions, including a number of off-site visits held at local marae. Z Energy's foundational Te Ao Māori development program continued, with 7% of employees participating in 2023.

Maturing our approach to diversity and inclusion

In the second half of 2023, after appointing a dedicated senior leader to help guide and shape our progress on diversity and inclusion, we undertook an internal and external consultation to evaluate our journey to date, what our challenges are, and the opportunities that lie ahead. This resulted in the broadening of our approach to diversity and inclusion to a more holistic and integrated model of 'Representation, Equity and Inclusion', whereby:

- representation is creating a workplace that represents diverse backgrounds, experiences, expertise, abilities, and perspectives;
- equity is providing equitable access to growth opportunities to enable the potential of our people; and
- inclusion is embedding inclusive work practices.

Moving into 2024, our new Board-approved Representation, Equity and Inclusion Strategy will focus on maturing inclusive workplaces at Ampol which will be supported by a refreshed Representation, Equity and Inclusion Council with senior leaders representing our business areas and the geographies in which we operate.



2023 Sustainability Performance – People continued

Supporting communities

Z Energy's Good In The Hood program

During 2023, Z Energy reviewed its flagship community program, Good In The Hood, to ensure the NZ\$1 million provided every year was having a meaningful impact on local communities. Throughout the year, a total of 517 community organisations (most of which are charities) nominated by their local communities received donations following customer voting at Z retail sites. Following analysis of prior years' data the approach to Good In The Hood was modified to better support Māori communities that had previously been underrepresented in the groups that received support. This approach was successful in increasing the proportion of funding that went to Māori-led or representative community organisations.

Ampol Foundation

Ampol Foundation is the vehicle through which we deliver our mission to *proudly power better journeys for all Australians*. Established in 2019, Ampol Foundation leverages our people, our skills and our infrastructure to support communities in which we operate.

Led by a committee of employees and supported by the Ampol Leadership Team through executive sponsorship by Meagan Davis our EGM People and Culture, the foundation focuses activities on two key social areas of need, youth education and development, and community wellbeing and safety.

Our total community investment contribution via the Ampol Foundation for 2023 was over AU\$4.6 million – this is an increase from 2022 of 12%. As we move into 2024, we are looking to create more grounding value moments with our foundation partners to strategically align to Ampol Foundation's mission.

Powering community safety for 30 years with Westpac Rescue Helicopter

Since 1993, we have proudly supported the iconic Westpac Rescue Helicopter service. The Westpac Rescue Helicopter service is on standby 24/7 to help save lives from the Hawkesbury to the Queensland border by delivering the highest standard of aeromedical and rescue services to those in need. Through our charitable arm, the Ampol Foundation, we are able to support the initiative through critical fundraising efforts and supply of AmpolCard and aviation fuel to their fleet of six helicopters through a discount arrangement.

To support in other ways, we also participate in various initiatives and events including golf days, gala dinners, and auctions. This includes helping to facilitate fundraising, such as offering AmpolCash prizes or other auction items. In 2023, Ampol offered a 'hot lap' for auction, given Westpac Rescue Helicopter is a partner of Newcastle Supercars, which raised close to AU\$10,000.

Ampol's Fuelling Change program

Fuelling Change is our workplace giving program that falls under our company value of *Never Stop Caring*. The program allows for our Australian employees to make pre-tax donations to a selection of charity partners based in Australia, with all donations equally matched by Ampol. In 2023, we added two more partners to our Fuelling Change program, totalling 14 now, with one of these partnerships delivering positive outcomes for biodiversity and nature.

By year-end we proudly contributed just over AU\$268,000 to our partners, with an increase of one-off donors.



Street Side Medics

In April, we extended our partnership with Street Side Medics, a general practitioner-led mobile medical service launched in 2020 and led by 2022 Young Australian of the Year, Dr Daniel Nour. Street Side Medics is aimed at delivering primary healthcare to the most vulnerable people in New South Wales. By becoming one of our eight strategic Ampol Foundation partners, we assist Street Side Medics by providing much needed fuel, as well as matching dollar-for-dollar our employees' pre-tax donations as part of our Fuelling Change workplace giving program.

This partnership aligns with our key focus areas of promoting community wellbeing and safety.

Ampol Best All Rounder

The Ampol Best All Rounder Award is a national school awards program forming part of our organisation's commitment to supporting education in communities across the country. It is our longest running community program and has recognised over 30,000 young Australians in high schools across the country since 1985.



2023 Ampol Best All Rounder Award national winner

In 2023, we named Adam Varghese from Queensland's St Peters Lutheran College Springfield as the national winner of the Best All Rounder Award. Adam has a long list of achievements, notwithstanding the two jobs he balances and the strong academic results he has achieved. Aspiring for a career in medicine, Adam raised \$11,000 for the Leukemia Foundation in honour of his father who has been diagnosed with the disease. He has also been awarded the Duke of Edinburgh Gold Award in early 2023 and completed his Certificate III in Allied Health Assistance.

"St Peters Springfield is extremely proud of Adam. Adam has been an exceptional 2023 College captain who has shown great leadership, service and humility both within the classroom and within our community," St Peters Lutheran College Springfield principal Natalie Houston said.

As part of his recognition, Adam has won a laptop, a \$5,000 cash grant and a \$1,000 AmpolCash gift card, in addition to a \$5,000 grant for St Peters Lutheran College Springfield.

2023 Ampol Best All Rounder Award state winners were:

New South Wales	Edward Dodds, Tumut High School
South Australia	Abigail Henderson-Mak, Urrbrae Agricultural High School, Netherby
Tasmania	Aiyana Read, Elizabeth College, Hobart
Victoria	Estelle Roberts, John Monash Science School, Clayton
Western Australia	Malcolm van Burgel, North Albany Senior High School

Community engagement

Convenience Retail

In 2023, our Convenience Retail teams across Australia continued to leverage the generosity and goodwill of our customers to successfully raise over AU\$1.2 million in donations for four of our key strategic Ampol Foundation partners: The Sebastian Foundation, The Smith Family, Surf Life Saving Australia and Minus18.

Most notable of these campaigns was our third Winter Appeal held in July. Throughout the month, we raised a contribution of over AU\$447,000 – which is a 20% increase from our 2022 Winter Appeal – with the funds being donated to help young Australians attend Learning Clubs which target educational support based on their individual needs.

Fuels and Infrastructure

The 2023 community engagement focus within Fuels and Infrastructure businesses in Australia was to consult and engage openly with community stakeholders close to our operations, to demonstrate care and to seek mutually beneficial outcomes for all. By partnering and working closely with community groups and organisations, we enabled the implementation of community-led initiatives and projects in those communities in which we operate.

Some of the initiatives that were undertaken in 2023 included a Community Family Fun Day in collaboration with the local Wynnum-Manly Rotary Club at Lytton refinery. This focused on learning how to stay safe in the community and had over 5,000 attendees. On Sunday 3 December, the team at Newcastle Terminal supported the 2023 Bikers for Kids Newcastle Toy Run, raising funds and providing toys to kids who otherwise would go without at Christmas. Our Newport Terminal was also proud to support the local Spotswood Primary School Fete to help raise funds towards the upgrade of the school playground.

The Ampol Kurnell Community Fund was implemented to improve local amenities and positively impact the lives of Kurnell residents. Community groups were encouraged to apply and successful projects to receive funding included the upgrade of the Kurnell Horse Arena, construction of a new playground at the Kurnell Public School and new lighting, air conditioning and equipment for the Kurnell Men's Shed. Other successful projects included refurbishment of the Kurnell Stingrays Junior Rugby League Football Club clubhouse, upgrades to training and technology infrastructure of the Kurnell Rural Fire Service Brigade, and facility improvements at the Kurnell Pre-School.



2023 Sustainability Performance – People continued

Community engagement continued

Singapore

In 2023, our Singapore staff and their Ampol in the Community (AIC) Committee coordinated several volunteering days and charity events for local organisations throughout the year.

Over 20 employees volunteered their time over two sessions and assisted with sorting and packing food items for low-income families for the not-for-profit Food From The Heart, which focuses on distributing food to those in need. In addition to this, Ampol Singapore ran a live auction at its 10th Anniversary Gala Dinner with all proceeds being paid to the Children's Wishing Well. A total of SG\$20,000 was raised, which will go towards supporting the educational and daily needs of children that are part of the program.

Additional community engagement activities undertaken by our Ampol Singapore employees included 10 employees volunteering at the Willing Hearts soup kitchen, which prepares and distributes approximately 11,000 meals daily to low-income households. The Ampol Singapore team also organised a charity bake sale for Breast Cancer Awareness Week, with every donation dollar-matched by the AIC Committee.

Z Energy

In January, Z Energy provided NZ\$50,000 in donations to assist three local charities in their support of those impacted by flooding in Auckland and surrounding areas. In February 2023, many communities across the east coast of New Zealand's North Island were impacted by Cyclone Gabrielle. The Group provided NZ\$109,000 in donations to assist a local trust as well as impacted Marae, facilities that have a distinctive sacred and communal role in Māori communities throughout Aotearoa New Zealand, and via Z retailers to five local charities. This amount included NZ\$20,000 in donations from Z Energy and Flick employees.

Our approach to modern slavery at Ampol

In July, we released our second Ampol Modern Slavery Statement for the reporting period 1 January 2022 to 31 December 2022.

Our 2022 Modern Slavery Statement reported that we exceeded our target of conducting workplace audits in Australia to ensure our Ampol-branded sites comply with workplace law and minimum entitlements under awards and other conditions. In addition to this, in 2023 we commenced the development of targeted information sessions for our Australian branded partners to educate them on labour-related obligations such as the engagement of juniors, hours of work and minimum terms and conditions.

We continued to focus on due diligence and achieved our 2022 goal of over 80% of our supplier base (when measured by spend) completing our Supplier Code of Conduct questionnaire, as well as our performing verification audits of 110 suppliers. Our questionnaire sits parallel to the Ampol Supplier Code of Conduct, which outlines our expectations around labour and human rights, that applies to all third-party suppliers, contractors, trading and business partners, service providers and their employees who transact with or provide any goods or services to Ampol.

Our approach to modern slavery is based on the United Nations Guiding Principles on Business and Human Rights and intends to identify, mitigate, or avoid the risk of modern slavery across our supply chains.

To access our 2022 Ampol Modern Statement, Human Rights Policy and Ampol Supplier Code of Conduct, visit the Ampol website.

Z Energy's approach to modern slavery

Z Energy's approach to modern slavery is aligned to their three values of *Tū kaha / Stand out*, *Tū māia / Speak up* and *Tū kotahi / Side by side*. Having previously published two Modern Slavery Statements in 2020 and 2021 as an ASX-listed company, since the acquisition of Z Energy in 2022 by Ampol, Z no longer has a legislative requirement to report on modern slavery. However, Z Energy continues to remain committed to taking action and released a Modern Slavery Statement for the reporting period between 1 April 2021 to 31 December 2022.

In 2022, Z Energy rolled out a tailored version of a modern slavery awareness training module across New Zealand for contract managers and supplier managers to help them align with Ampol's commitments on human rights. Z Energy also adopted and implemented Ampol's Supplier Code of Conduct questionnaire as part of their supplier due diligence process, to better align with Ampol's policies and procedures across all areas in which we operate.



2023 Priorities and performance¹

Wellbeing and inclusive workplaces

Broaden our approach and develop an enterprise-wide Diversity and Inclusion Strategy, encompassing all areas of our business

Delivered

Deliver mental health first aid training for the Ampol Leadership Team

Delivered

Develop and implement gender representation targets by business and job family

Delivered

Implement an employee listening tool to improve engagement with our people

Delivered

Develop a leadership capability framework supported by the implementation of prioritised capability development

Delivered

Indigenous partnerships

Continue delivery of our Innovate Reconciliation Action Plan including delivery of cultural awareness training for the Ampol Leadership Team

Delivered

Deliver Te Tiriti and Te Ao Māori training across Z Energy

Delivered

Increased partnership with TupuToa for Māori and Pasifika internships

Delivered

Develop our commitment to Te Tiriti/Te Ao Māori

Delivered

2024 Priorities

Wellbeing and inclusive workplaces

Implement Representation, Equity and Inclusion Strategy

Maintain Group 40/40/20 gender representation and strengthen consistency in gender representation across key segments of the business, including by seniority and business unit

Reduce the group average gender-based pay differential

Continue to strengthen inclusive work practices (e.g., improving AWEI status)

Indigenous partnerships

Continue our commitment to Reconciliation in Australia through finalising the delivery of the 2022–24 Reconciliation Action Plan and design and launch our next Innovate-level Reconciliation Action Plan

Embed our Indigenous Procurement Strategy by increasing and sustaining our annual procurement spend with Aboriginal and Torres Strait Islander businesses for each year of our RAP

1. 2023 priorities are enterprise-wide and incorporate Australian, New Zealand (Z Energy) and Singapore operations.

2023 Sustainability Performance – Planet



Planet

Drive positive environment improvements



2023 Environmental performance

Fuels and Infrastructure

Protecting the environment is central to our social licence to operate. Our objective has always been to align our business operations with the principles set out in the ISO14001:2015 Environment Management Systems (EMS) standard and to improve our performance over time. The Lytton refinery, our lubricants facility and our Kurnell Terminal are all ISO9001 and ISO14001 certified. In addition, five of our other terminal facilities across NSW, Queensland and WA are also ISO14001 certified. The EMS for all other remaining terminals across Australia are based on the guidelines of ISO14001.

Pleasingly in 2023 our Fuels and Infrastructure businesses had no Category 2 or 3 environmental incidents. Following on from the NSW Environmental Protection Agency (EPA) declaration in November 2022 of our Newcastle Terminal recognising significantly contaminated land due to historical spills, we have developed and had approved a voluntary management plan to remediate the contaminated site. We are currently progressing to schedule on implementing this plan, which includes undertaking a remediation trial. Data from the trial will help inform the full-scale remediation works that will be required and will commence in 2024. We will continue engaging with local communities to ensure positive outcomes are achieved for all.

Transition of per- and poly-fluorinated alkyl substances (PFAS) firefighting foams to environmentally non-persistent alternatives continues to be an ongoing action for us. We are on track to meet our aim to be fully transitioned in Queensland by the end of 2024, and we have so far successfully transitioned nearly 149,000 litres of stock. We are now focused on transitioning our assets in NSW, Victoria and Tasmania. Given the nature of our facilities, it is essential we maintain firefighting capability to safely contain a fire and we have tested new PFAS-free foams extensively to ensure this is possible.

Kurnell update

Following on from the Category 3 severity environmental incident that occurred at Kurnell Terminal in April 2022, which resulted from a 1-in-100-year rain event, we have continued to work closely with the Kurnell community to build back trust and drive positive outcomes throughout 2023.

In September, we also entered into an enforceable undertaking agreement with the NSW Environmental Protection Authority (EPA). Further details of the incident and undertaking can be found in the Directors' Report forming part of this Annual Report.

Following on from this event, we have also assessed 12 of our other Terminal locations to look at preparedness in the event of another severe rain event occurring. At the end of 2023, we identified no additional risks related to storms and extreme rainfall in these assessments. We will continue to implement ongoing reviews to ensure we are adequately prepared to prevent an incident like this happening again.

Welcoming improved fuel quality standards

In December 2023, we welcomed the Federal Government's announcement on improved fuel quality and noxious emissions standards that will see Australians benefit from cleaner, more efficient cars on Australian roads.

Effective from December 2025, the Government will reduce the amount of aromatic hydrocarbons in Research Octane Number (RON) '95 petrol, which will also align with the previously announced reduction in sulfur limits for all petrol sold in Australia. This was announced in tandem with the requirement that all new cars sold in Australia from December 2025 will need to comply with Euro 6d noxious emissions standards. Together, these updates will provide Australia with best-practice fuel and noxious emissions standards, helping to protect Australians from harmful exhaust pollutants that can cause multiple health issues.

Convenience Retail

Convenience Retail has continued to deliver its Underground Petroleum Storage System (UPSS) Risk Reduction Program, taking further steps to proactively manage risk. In 2023, UPSS risk reduction works were undertaken at 17 sites, which included the replacement of all underground storage tanks and piping or lining of the underground tanks and replacement of underground piping.

Our UPSS Risk Model was enhanced through an upgrade to the Microsoft Power BI digital platform, which has improved our data quality, integrity and security. We installed Automatic Tank Gauges (ATGs) across all sites, as well as enabling tank levels and fuel system alarms to be remotely monitored. These changes provide a consistent, best practice wet stock management system that leverages existing, and expands upon, Ampol assets in order to manage the environmental risk associated with a loss of containment from underground fuel systems.

Several environmental standards and guidelines were also developed to formally document the existing processes in managing environmental risks associated with contaminated land. The environmental data management initiative has led to improved governance reporting and increased visibility of overall environmental performance to management.

In 2023, we had no environmental incidents that have resulted in environmental harm or regulator penalties.

Z Energy

Z Energy has made progress against a number of the strategic goals and outcomes targeted in their Community and Environmental Sustainability Strategy 2030 and the action focus areas that have been defined out to 2025. Z Energy continues its support as an active member of the Sustainable Business Council (SBC), Sustainable Business Network (SBN) and the New Zealand Climate Leaders Coalition.

To access Z Energy's Community and Sustainability Strategy 2030, visit the Z Energy website.

Z Energy's Biodiversity Fund

Across 2023, Z Energy's biodiversity fund continued to support the health and regeneration of indigenous biodiversity in Aotearoa New Zealand through its three foundation partnerships:

- Trees That Count seed island partnership with Tane's Tree Trust to trial and demonstrate the use of 'seed islands' to assist the natural regeneration of native forests at scale.
- The Nature Conservancy's Blue Carbon initiative to help finance coastal restoration, enhance biodiversity, and increase coastal resilience to sea-level rise.
- The Sustainable Business Network's regeneration partnership on native biodiversity regeneration initiatives, including funding for the Puhinui Regeneration Project, which is a native biodiversity restoration initiative seeking to create 100 new employment opportunities for local people.



2023 Sustainability Performance – Planet continued

Water management

Lytton refinery continues to be the biggest user of water within Ampol, using approximately 2,868 megalitres in 2023. Although Lytton refinery is not located in a water stressed area, in efforts to help us effectively manage our water usage and minimise our draw on potable water, we continue to purchase recycled water from an external wastewater treatment plant located close by, contributing 45% of our usage as well as utilising condensate to generate steam during the refining process to provide a further 25% of the water used.

Embedding sustainability metrics into our investment decision-making process

In 2023, we began the work to look at embedding sustainability metrics associated with our sustainability strategy into our capital planning and capital allocation decision-making process. By doing this, we can consider the risks and opportunities as well as measure the impacts of any outcomes identified that align to our five focus areas of:

- wellbeing and inclusive workplaces;
- Indigenous partnerships;
- supporting communities and nature;
- circular economy; and
- decarbonisation.

Moving into 2024, we will investigate the development of a database to help capture these sustainability impacts.



Ampol Sustainability Ambassadors volunteering

Last year, to help us power change for the better, our Australian employees created an Ampol Sustainability Ambassadors employee-led network program. The purpose of this network group is to bring together like-minded people across the business to advocate and help guide the conversation on environmental sustainability throughout our workplaces.

In 2023, several of our sustainability ambassadors chose to register either their teams or as individuals for volunteering days with an Australian community partnership that focuses on regenerative and biodiversity conservation. Several of these events and days were held throughout the year, adding considerably to our Ampol total volunteering hours of over 1,032 in 2023, an increase of 14% from 2022.

Circular economy

Fuels and Infrastructure

Due to the hazardous materials used in our Fuels and Infrastructure businesses in Australia, the waste associated with these facilities is also hazardous and has limited options to be recycled or repurposed. Kurnell Terminal has continued to undergo remediation works in 2023, and as a result, over 13,000 tonnes of hazardous waste was treated where required and sent to landfill. As hazardous waste has the potential to harm the environment either now or in the future, we will continue to comply with state and federal regulations to ensure safe disposal of any such materials arising from remediation activities.

Convenience Retail

We are always looking for ways to continually evolve and adopt a circular economy approach across our Convenience Retail business to reduce resource use and waste ending up in landfill. In 2023, we finalised a short trial with WIRES to collect used fresh food produce for sick, injured and orphaned animals in care. From this initiative, 2,343 kilograms of fresh produce were donated to WIRES; the equivalent of almost 5,000 human meals that would have otherwise been sent to landfill. In 2023, we also continued our partnerships with Containers for Change (at select Perth sites) and E-Thread (at select Sydney sites).

Z Energy

Reducing waste across Z Energy's operations is a key action focus area within their Community and Environmental Sustainability Strategy 2030. In 2023, total waste sent to landfill was 1,062 tonnes, with a 47% diversion from landfill rate through off-site recycling and composting. The largest volume of waste comes from Z retail operations in New Zealand, including waste disposed of by customers at their service stations.

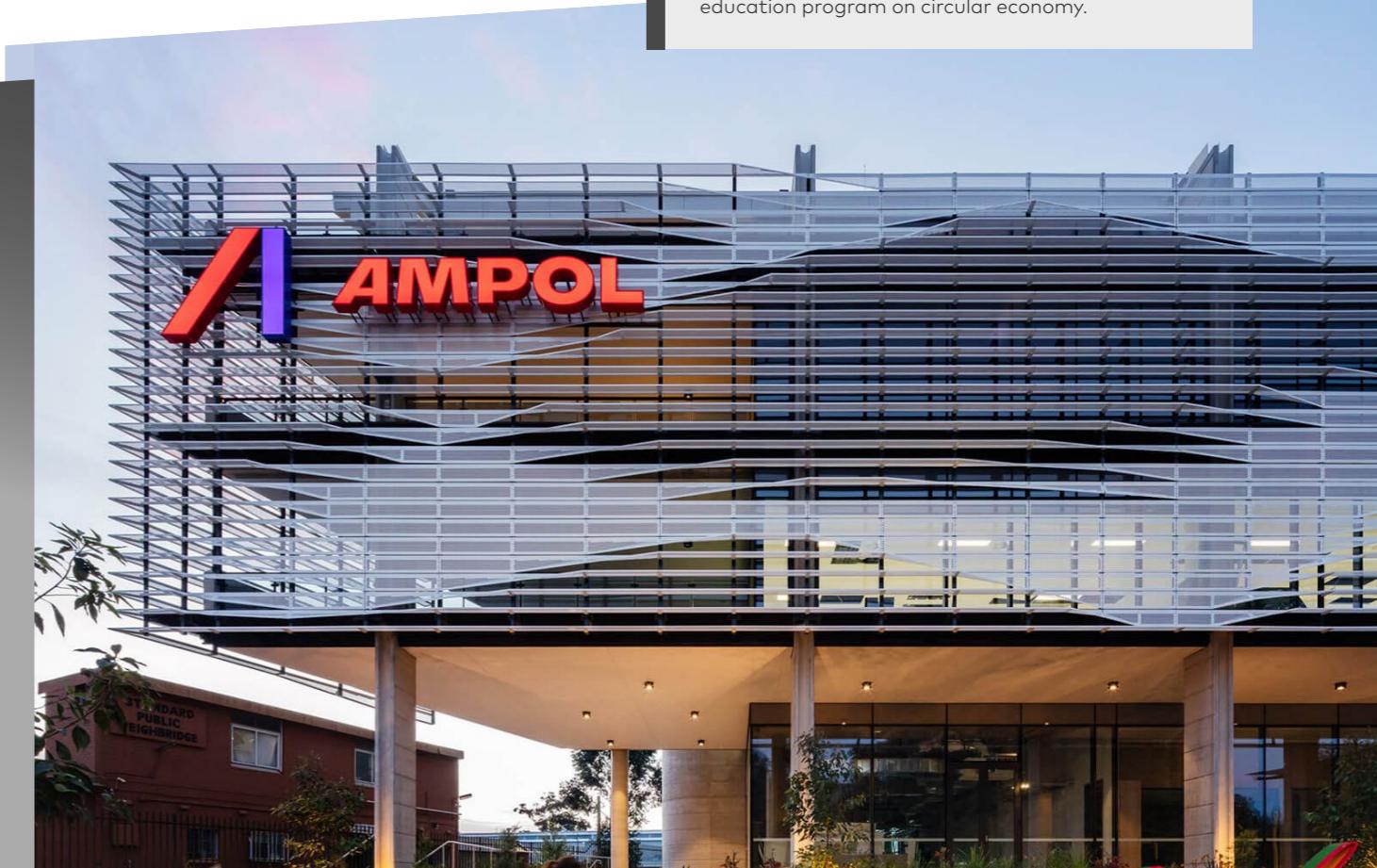
Lubricants launches a steel drum collection program in collaboration with Pact Group's 'We Make It. We Take It'

At the start of 2023, our lubricants business launched a steel drum collection service in partnership with Pact Group, specifically for our oil, solvent and fuel drum customers. The program forms part of Pact's Reuse 'We Make it. We Take it' national collection service and involves the collection or returning of used steel drums in metropolitan and regional areas throughout Australia. Provided they meet Pact's Reuse Drum Acceptance criteria, they will recondition the drums and ensure they are disposed of in compliance with all applicable environmental, dangerous goods and occupational health and safety legislation.

The launching of this program forms part of our lubricants' commitments to the Australian Packaging Covenant (APCO) 2025 targets.

Initiatives to improve recycling at our head office

To assist us with helping to develop awareness on circular economy principles for our employees, towards the end of 2023 we implemented and placed new signage on all the bins located in the kitchens at our head office in Sydney. The signs are used to help educate our employees on what can and can't go in each bin and assist to divert unnecessary waste from ending up in landfill. Moving into 2024, we will look to expand this program across our other office locations, as well as look to work with our Ampol Sustainability Ambassadors to deliver a Group education program on circular economy.



2023 Sustainability Performance – Planet continued



Planet	
2023 Priorities and performance¹	
Supporting communities and nature	<p>Explore B2B partnership opportunities that deliver environment and social value</p> <p>Delivered </p>
Circular economy	<p>Explore an Australian community partnership to deliver conservation, biodiversity and nature positive outcomes</p> <p>Establish environment and social return on investment metrics to help decision-making</p> <p>Develop and factor circular economy principles into procurement and contractual processes</p> <p>Delivered </p> <p>Pivoted <i>decision to reprioritise to continually improve emissions reporting under decarbonisation due to changing legislation</i> </p> <p>Supply chain engagement on circular economy</p> <p>Pivoted <i>to Sustainability Ambassador program in 2024</i> </p> <p>Develop and deliver circular economy employee awareness and education program</p> <p>Establish circular economy data management system</p> <p>Pivoted <i>decision to reprioritise to continually improve emissions reporting under decarbonisation due to changing legislation</i> </p>
2024 Priorities	
Supporting communities and nature	<p>Continue to progress Z Energy's Biodiversity Fund</p> <p>Investigate the development of a database to capture the sustainability impacts in our investment decision-making process</p>
Circular economy	<p>Ampol Sustainability Ambassadors to host employee circular economy education program</p>

1. 2023 priorities are enterprise-wide and incorporate Australian, New Zealand (Z Energy) and Singapore operations.

2023 Sustainability Performance – Net Zero



Net Zero

Support acceleration towards net zero



Decarbonising our emissions across our operations

Our Decarbonisation Strategy was developed in May 2021 to address the emissions associated with our operations (Scope 1 & 2)¹, with an ambition² to reach net zero operational emissions across our Australian operations by 2040³. We set short-term (2025) and medium-term (2030) Scope 1 and 2 operational emissions reduction targets for our Convenience Retail⁴ and Fuels and Infrastructure⁵ business units in Australia to support our ambition.

Fuels and Infrastructure

Our decarbonisation approach towards our operational emissions at Lytton refinery involves prioritising abatement opportunities using a cost-benefit approach, while also supporting Australia's fuel security needs. This includes maintaining domestic refining operations until at least mid-2027 with the option to extend in alignment to the Federal Government's Fuel Security Act 2021 (Cth).

Towards the end of 2022 we installed a modelling software tool that enabled us to better monitor and identify when maintenance and cleaning of the crude unit pre-heat exchanger was needed. Between March and July 2023, we were able to see an improvement in efficiency, and the data gathered shows we will see a subsequent reduction of approximately 2,300 tCO₂e per year associated with the improved practice, without seeing an increase in the number of pre-heat exchanger cleans throughout the year.

In November 2023, we successfully completed the replacement of economisers on two of the refinery's boilers. We will be able to see the impact of this energy efficiency improvement project in 2024.

Throughout 2024 we plan to continue to build capability by engaging two additional resources to assist with the project management of our decarbonisation initiatives at the refinery. Lytton refinery accounts for 98.5% of our Scope 1 emissions in Australia.

In our Distribution network, we undertook two lighting optimisation projects at our Banksmeadow NSW Terminal and Newport VIC Terminal facilities. These two projects involved LED light replacement in both operational and office spaces. Throughout 2023, we also continued replacing our Depot operational fleet with more modern, diesel engine technology and truck configurations optimised to deliver an emissions reduction benefit. Moving into 2024, we will expand this program to our Aviation facility fleet vehicles.

Safeguard Mechanism Reforms

In 2023, the Federal Government introduced reforms to the *National Greenhouse and Energy Reporting (Safeguard Mechanism) Rule 2015* (Cth) (Safeguard Mechanism). This was done to help establish a national framework for Australia's highest emitting industrial facilities to reduce their emissions and help to achieve Australia's Nationally Determined Contribution (NDC) emissions reduction goals of 43% by 2030, gradually, and predictably.

We are supportive of the Government's changes to the Safeguard Mechanism and understand the complexities of balancing the dual objectives of supporting a reliable and secure domestic fuel supply chain, while also delivering on Australia's international emission reduction commitments and supporting broader energy transition goals. We will continue to work with the Government as the reforms progress, recognising the impacts to Lytton refinery of manufacturing to the new fuel standards (from December 2025), as well as understanding how the use of renewable fuels may support other facilities covered under the Safeguard Mechanism to meet their own emissions reduction objectives.

1. Ampol's definition of operational emissions is in accordance with the National Greenhouse and Reporting (NGER) definition and refers to all Scope 1 and Scope 2 emissions within Ampol's operational control in Australia.

2. Ambition refers to seeking a certain outcome for which the pathway to achieving this is uncertain. Efforts will be pursued towards addressing the ambition subject to certain assumptions and conditions.

3. In order to achieve net zero operational emissions by 2040, we have assumed that Lytton will no longer be operating as a refinery that manufacturers hydrocarbon products by that time. More information can be found in our 2023 Climate Report available on the Ampol website.

4. Reduce operational emissions on an absolute basis by 25% by 2025 and 50% by 2030 from 2021 levels for all retail locations owned and operated by Ampol in Australia.

5. Reduce operational emissions intensity by 5% by 2025 and 10% by 2030 from 2021 levels. With emissions intensity being the total emissions (Scope 1 and 2) per kL of Total High Value Product (HVP) for Lytton refinery and total emissions (Scope 1 and 2) per kL of Total Fuel Throughput for our three largest Terminal facilities: Kurnell NSW, Banksmeadow NSW and Newport VIC.

Convenience Retail

Approximately 38% of our location-based Scope 2 operational emissions are attributed to our company owned retail operations in Australia in 2023. Following on from the energy audits we conducted in 2022, as well as the piloted LED lighting upgrades we conducted in 17 of our company owned and operated locations around Australia, we found our most tangible area of opportunity to help reduce Scope 2 emissions was by rolling out LED lighting retrofits across our network.

This year we undertook LED lighting upgrades in both our retail canopies and forecourts in 41 of our company owned and operated locations in Victoria as well as 95 of our company owned and operated retail locations in New South Wales (NSW). This involved the canopies only in Victoria, and both canopies and forecourts in NSW. Moving into 2024, we plan to continue the rollout of this project at retail locations in Queensland that have been strategically identified for upgrades.

This year we began the program to install ~50kW capacity per site of solar panels at over 90 of our company owned and operated retail locations that align with our AmpCharge EV fast-charging infrastructure rollout. As at 31 December 2023, 25 locations have had solar panels installed under this program, located in NSW, Victoria and Queensland.

Z Energy

In New Zealand, our ambition is to achieve a 42% reduction in operational emissions by 2029 from a 2019 baseline. We continue to deliver against this target through emissions reduction initiatives that include increasing the proportion of hybrid and EVs within Z Energy's corporate fleet. Emissions associated with distribution of fuel through the use of heavy vehicles is one of the hardest areas to abate within our operational emissions target in New Zealand. Z Energy is continuing to work in collaboration with MOVE, its domestic fuel haulier, on their shared commitment to sustainability and emissions reductions.

To access Z Energy's Community and Sustainability Strategy 2030, visit the Z Energy website.

Delivery of Ampol's 2023 Climate Report aligned to Task Force on Climate-Related Financial Disclosures

In July 2023 we released our 2023 Climate Report, which provided an overview of how we are progressing on the delivery of both our Future Energy and Decarbonisation strategies between the period May 2021 to the end of May 2023.

Our Decarbonisation Strategy outlined our commitment and pathway to reducing our operational emissions (Scope 1 and 2), with an ambition for our operational emissions to be net zero in Australia by 2040. In order to meet our ambition, we also set interim targets which include short-term (2025) and medium-term (2030) Scope 1 and 2 targets, and our 2023 Climate Report provided information that we are on track to meet our 2025 targets.

Our Future Energy Strategy outlined our ambition to commercially participate in helping our customers embark on the energy transition in Australia. This reflects our strategic intentions to introduce low carbon energy solutions for our customers, as well as outline our intentions with regards to Scope 3 emissions, and how we can influence the reduction of these emissions as commercially viable solutions become available. For more information on how we are delivering on these strategic intentions, please refer to the Future Energy section of the Operations Report in our Annual Report.

The report was prepared in alignment with the Task Force on Climate-related Financial Disclosures (TCFD) framework and can be found online on the Ampol website.

Updating our Ampol Supplier Code of Conduct and questionnaire

In 2023, we looked to factor in decarbonisation principles and supply chain engagement into procurement and contractual processes at Ampol. As part of this process, in Q4 we updated our Ampol Supplier Code of Conduct as well as our supplier questionnaire to help us better assess and engage with suppliers who have decarbonisation and circular economy opportunities that look to measure, identify, monitor and minimise emissions and energy consumptions from their own operations.



2023 Sustainability Performance – Net Zero continued

Supporting our customers and positioning for the energy transition

Since the release of our Future Energy Strategy in May 2021, we have developed in-house modelling capabilities to estimate the impact of various climate change scenarios on the transport sector. By 31 December 2023 we have invested over AU\$65 million in capital expenditure as part of our 2025 AU\$100 million target in the development of low carbon transport solutions.

Our Future Energy Strategy can be found on the Ampol website.

In 2022, Z Energy released a Community and Sustainability Strategy 2030, with one of the goals to lead transition *Arahi Whanaketanga*. By working with customers, suppliers, and partners to provide solutions, this goal will enable New Zealanders to join Z Energy on the path to a low carbon future.

By 31 December 2023, Z Energy has continued to utilise its NZ\$50 million capital spend in New Zealand to support future energy initiatives by 2029.

To access Z Energy's Greenhouse Gas Inventory including all Scope 1, 2 and 3 emissions, visit the Z Energy website.

Accelerating our AmpCharge rollout across Australia

As our customers' needs expand, we believe battery electric vehicles (BEV) will be the likely decarbonisation solution for our passenger and light commercial vehicles customers. Therefore, we have a key role to play in supporting the uptake of EVs in Australia.

Since launching our AmpCharge EV charging brand in May 2022, in addition to our own capital investment, we have also entered into co-funding agreements with Australian Renewable Energy Agency (ARENA) and the NSW Government to roll out 300 EV charging bays to over 100 EV charging sites by the end of 2024. In 2023, we successfully partnered with Europcar as a Future Energy Initiative delivered, and as of 31 December 2023 we have successfully delivered 82 AmpCharge charging bays in Australia to 36 sites of the minimum 180 EV charge bays targeted for delivery in Australia in 2023. Despite our best efforts the pace of the rollout was impacted by the time taken to obtain approval to make the electrical connection across numerous network service providers and other development approvals including working with third party landowners. This meant that only 82 bays were able to go live during 2023 with many more in various stages of completion. We continue to manage the approvals processes as we continue to expand the EV charging network during 2024.

In the period of 1 January and 31 December 2023, we also chose to offset 100% of the electricity consumption for our ARENA and NSW co-funded AmpCharge EV charging bays through the purchasing and surrendering of voluntary large-scale generation certificates (LGCs) to cover the electricity usage at these charging sites.

Z Energy's EV charging rollout

Z Energy's approach to installing EV charging bays across New Zealand focuses primarily on areas with the highest density of customers using EVs. As Z Energy continues to expand its on-the-go EV charging network, as of 31 December, they have installed 104 charging bays across 37 retail sites. Z Energy has the ambition to be one of the leading EV charging providers in New Zealand, with a network of fast and ultra-fast charging infrastructure across the country.

Z Energy's Red Phase partnership

In September 2023, Z Energy commenced an ultra-high speed EV charging infrastructure trial at the Z Waiouru retail site in partnership with local EV charger manufacturer Red Phase and supported by lines company Powerco and the Energy Efficiency and Conservation Authority (EECA).

Red Phase uses an innovative technology that helps the EV charging infrastructure use power more efficiently and reduces pressure on the local electricity network. This technology should enable EV charging infrastructure to be rolled out more efficiently, avoiding costly and time-consuming network upgrades.

Z Energy Sustainable Aviation Fuel partnership

In June 2023, New Zealand's then Minister for Tourism announced that the Government, in conjunction with Air New Zealand, was co-funding two feasibility studies to test the viability of establishing and operating a domestic Sustainable Aviation Fuel (SAF) production facility in New Zealand. Under one of these feasibility studies, Z Energy is partnering directly with LanzaTech and LanzaJet, focusing on the potential to use forestry residue as a feedstock in the production of SAF.

Next generation fuels for our customers, focusing on renewable diesel and hydrogen

In 2023, we continued to build momentum and evolve our strategy towards becoming a leader in next generation fuels for our customers in Australia and New Zealand. Our research has shown that renewable fuels i.e. liquid hydrocarbons made from biomass material that can be blended into different traditional fuel grades, has the potential to be one of the most cost-effective and easily deployable decarbonisation solutions available.

We are currently exploring the feasibility of delivering a renewable fuels manufacturing facility at our Lytton refinery. In New Zealand, Z Energy are partnering with LanzaTech and LanzaJet to conduct a feasibility study to test the viability of establishing and operating a domestic Sustainable Aviation Fuel (SAF) facility in New Zealand.

In addition to renewable fuels, we continue to believe that hydrogen will also play an important role in the decarbonisation of Australia's transport sector. Our modelling suggests that heavy transport and shipping will have the greatest use for hydrogen and its derivatives in Australia. We continued to build out our hydrogen strategy in 2023, and worked closely with State, Territory and Federal Governments acting as an industry expert to help facilitate the establishment of a hydrogen transport industry in Australia.

Hanson renewable diesel partnership

In September, we announced a new and exciting partnership with Hanson, who became our first renewable diesel imported product trial customer. Renewable diesel is comprised of liquid hydrocarbons made from biomass material that can be blended into different traditional fuel grades. As part of this trial partnership, we will be supplying Hanson with a blend of fuel products consisting of 20% renewable diesel and 80% ultra-low sulfur diesel. By doing this, it will allow us to get a more practical understanding of the customer demand and market feasibility of renewable diesel in Australia.



2023 Sustainability Performance – Net Zero continued



2023 Priorities and performance¹

Decarbonisation	Factor decarbonisation principles into procurement and contractual processes	Delivered	●
	Supply chain engagement on decarbonisation	Pivoted decision to reprioritise to continually improve emissions reporting due to changing legislation	△
	Deliver a material uplift to a minimum 180 EV charge bays	In progress	○
	Release Climate Report aligned with TCFD	Delivered	●



2024 Priorities

Decarbonisation	Deliver a network of 300 EV charge bays in Australia by the end of 2024
	Deliver a network of 150 EV charge bays in New Zealand by the end of 2024
	Enhance carbon data management systems extending to Scope 3 emissions

1. 2023 priorities are enterprise-wide and incorporate Australian, New Zealand (Z Energy) and Singapore operations.

Sustainability Data

Ampol's⁽¹⁾ sustainability performance data covers the reporting period 1 January to 31 December, with the exceptions of energy (GJ), emissions data (Scope 1, 2 and 3) and emissions performance, all of which cover the reporting period 1 July to 30 June. Unless otherwise specified, Ampol's performance data is focused on our operations in Australia, Singapore, Houston (USA) and New Zealand (including Z Energy and Trading and Shipping supply to New Zealand). 'Fuels and Infrastructure' includes Lytton refinery, Trading and Shipping, Distribution, Infrastructure and Future Energy. 'Convenience Retail' includes all retail locations owned and operated by Ampol in Australia. More information on Ampol's sustainability performance metrics, including additional data that is not included in this Annual Report, can be found in the 2023 Sustainability Datasheet and Appendix available on the Ampol website.

Additional Z Energy sustainability performance data can be found on the Z Energy website.

	2019	2020	2021	2022	2023
People					
Group employee information⁽²⁾					
Employee headcount	7,644	8,127	8,381	8,790	9,115
Permanent full-time	2,491	2,350	2,417	2,549	3,152
Permanent part-time	3,183	2,128	1,505	1,076	1,004
Fixed-term contract full-time employees	51	52	51	61	123
Fixed-term contract part-time employees	5	4	20	17	5
Casual employees	1,914	3,593	4,388	5,087	4,831
Female representation					
Female representation at senior leadership level (%)	37.4	37.7	37.9	37.0	40.0
Overall female representation (%)	42.6	42.8	41.9	42.3	42.4
Group gender-pay differences					
Gender-based pay differences (like-for-like roles) (%)	0.4	1.8	1.4	1.3	1.3
Gender-based pay differences overall	n/a	n/a	n/a	n/a	13.7
Employee engagement and Employee Net Promoter Score (eNPS) scores⁽³⁾					
Employee engagement (%)	n/a	63	71	70	79
Employee net promotor score	n/a	n/a	n/a	n/a	40
Employee turnover					
Group voluntary turnover (%) ⁽⁴⁾	27	17	20	21	15
Community investment					
Total Australian community investment (AUDm) ⁽⁵⁾	2.48	2.47	3.17	4.10	4.63
Total New Zealand community investment (NZDm)	n/a	n/a	n/a	n/a	2.77
Ampol community complaints					
Total Group Recordable Injuries	135	83	41	42	53
Fuels and Infrastructure (Australia only)	42	17	7	15	10
Convenience Retail	93	66	34	27	28
Z Energy	n/a	n/a	n/a	n/a	14
Total Group Category 2 Severity Injuries					
Fuels and Infrastructure (Australia only)	1	0	1	1	0
Convenience Retail	0	1	0	0	0
Z Energy	n/a	n/a	n/a	n/a	2
Total Group Recordable Injury Frequency Rate⁽⁷⁾					
Fuels and Infrastructure (Australia only)	10.7	4.6	1.9	4.2	2.2
Convenience Retail	14.0	10.1	4.6	3.5	3.8
Z Energy	n/a	n/a	n/a	n/a	3.8
Total Group Days Away from Work Injury Frequency Rate⁽⁸⁾					
Fuels and Infrastructure (Australia only)	3.8	1.1	0.8	1.1	0.9
Convenience Retail	7.8	4.8	2.4	1.8	1.6
Z Energy	n/a	n/a	n/a	n/a	2.4
Total Group Fatalities					
Group Process Safety⁽⁹⁾	0	0	0	0	0
Tier 1 safety event	0	0	0	0	0
Tier 2 safety event	2	1	3	1	3

(1) Ampol means Ampol Limited and its controlled entities, and their interests in associates and jointly controlled entities, unless otherwise stated or otherwise clear from the context in which the term is used.

(2) Group employee information figures from 2023 includes Ampol Australia, Singapore, Houston USA (where applicable) and Z Energy in New Zealand. In the years prior to this, these figures only include Ampol Australia, Singapore and Houston USA (where applicable) due to the acquisition of Z Energy in May 2022.

(3) In 2023, Ampol adopted Peakon as an employee listening tool to align to Z Energy's and adopt a Group view. In previous years Ampol utilised Ernst & Young Culture Fitness Diagnostic tool.

(4) Group voluntary (%) employee turnover includes Z Energy from 1 January 2023 to 31 December 2023.

(5) Ampol's total community investment includes cash donations, funds raised from customers in our retail network, in-kind support (including provision of fuel products), employee contributions, volunteering hours and management fees.

(6) Increase in Australia community complaints is in relation to the April 2022 Kurnell incident with 51 recorded in April and May.

(7) Total number of occupational injuries per one million hours worked. Occupational injuries include an injury requiring days away from work, restrictions in the work performed or medical treatment.

(8) Total days away from work injury frequency rate is calculated as the total number of days away from work injuries per one million hours worked. A day away from work injury is where the agreed capacity of the worker, supported by a physician where available, is unfit to work for any full calendar day after the date of injury.

(9) A process safety incident is an unplanned or uncontrolled loss of primary containment or any material including non-toxic and non-flammable materials from a process or an undesired event or condition. Process safety events are classified as Tier 1 of greatest consequence or Tier 2 of lesser consequence.

Sustainability Data continued

	2019	2020	2021	2022	2023
Planet					
Total energy consumed in Australia (GJ)⁽¹⁰⁾	234,439,503	192,039,943	180,890,934	244,007,682	242,302,738
Lytton refinery (excluding lubricants)	231,137,212	189,411,300	178,025,514 ⁽¹¹⁾	241,683,136	239,862,674
Terminals, lubricants and other	2,963,596	2,231,713	2,398,319	1,866,362	1,979,060
Convenience Retail	338,695	396,930	467,101	458,184	461,004
Energy Intensity Index ⁽¹²⁾ – Lytton refinery	102.4	101.4	95.9	99.9	100.8
Spills⁽¹³⁾					
Major spills (Vol (l) >= 8,000L)	0	0	0	1	0
Minor spills (160 < Vol (l) < 8,000L)	5	4	8	9	11
Marine spills (any quantity)	2	0	1	2	0
Environmental incidents					
Category 2 severity environmental incident ⁽¹⁴⁾	n/a	0	1	0	0
Category 3 severity environmental incident ⁽¹⁵⁾	n/a	1	0	1	0
Water use					
Potable water use – in Australia excluding Lytton refinery (kL) ⁽¹⁶⁾	484,226	534,049	460,551	550,468	553,629
Potable water use – Lytton refinery only (kL)	680,172	612,933	733,580	1,080,392 ⁽¹⁷⁾	837,509
Recycled water (purchased) + reused (refinery condensate) – Lytton refinery only (kL)	1,925,239	1,342,376	2,081,600	2,135,403	2,030,868
Group waste volumes					
Fuels and Infrastructure					
Recycled or reused hazardous waste – liquids (kL)	3,695	3,002	3,096	4,248	1,396
Landfill hazardous waste – liquids (kL)	4,570	4,567	4,389	4,269	2,399
Recycled or reused hazardous waste – solids (tonnes)	13,564 ⁽¹⁸⁾	1,490	0	114	667
Landfill hazardous waste – solids (tonnes)	5,528	2,705	22,023 ⁽¹⁹⁾	17,101	14,689
Convenience Retail					
Recycled or reused waste – solids (tonnes)	1,752	1,745	1,727	1,874	3,217
Landfill waste – solids (tonnes)	6,254	5,673	5,227	4,021	8,434
Z Energy					
Recycled or reused waste – solids (tonnes)	n/a	n/a	n/a	n/a	1,442
Landfill waste – solids (tonnes)	n/a	n/a	n/a	n/a	1,602
Total air pollutants – Lytton refinery only (tonnes)⁽²⁰⁾					
CO	5,819	3,699	4,004	6,402	3,824
SO ₂	5,933	3,650	5,907	5,758	5,053
VOC	1,059	818	905	1,019	934
NOx	888	574	979	980	918
PM	538	369	464	442	508
Net Zero					
Total Group Scope 1 emissions (tCO₂e)	673,668	576,611	551,804	727,358	683,969
Lytton refinery (excluding Lubricants) ⁽²¹⁾	646,846	561,618	539,067	717,291	673,186
Terminals, lubricants, offices and other facilities in Australia ⁽²¹⁾	26,822	14,993	12,737	10,067	10,345
Z Energy offices, terminals and retail sites ⁽²²⁾	n/a	n/a	n/a	n/a	438
Total Group Scope 2 emissions (tCO₂e)	230,539	222,097	231,720	243,247	221,430
Lytton refinery (excluding Lubricants) ⁽²³⁾	117,603	104,591	104,105	126,091	110,916
Terminals, lubricants, offices and other facilities in Australia	37,062	29,582	25,239	25,703	24,688
Convenience Retail – location-based method ⁽²⁴⁾	75,874	87,924	102,376	96,800	83,441
Z Energy offices, terminals and retail sites – location-based method ⁽²⁵⁾	n/a	n/a	n/a	n/a	2,385

- (10) Total energy consumed figures in gigajoules (GJ) are calculated between 1 July to 30 June using the National Greenhouse and Energy Reporting (NGER) Measurement Determination factors in relation to a facilities within Ampol's operational control within Australia in relation to the disposal of energy from the operation of the facility, including own-use and losses in extraction, production and transmission.
- (11) Reduced energy consumption for Lytton refinery is related to the impacts of COVID-19 on production volumes.
- (12) Data is based on Solomon Associates Energy Intensity Index 2010 methodology.
- (13) From 2023, Group spills include Z Energy.
- (14) Category 2 severity environmental incidents resulting in three months or more remediation effort. Capturing and reporting of environmental incidents commenced in 2020.
- (15) Category 3 severity environmental incidents resulting in three months or more remediation effort. Capturing and reporting of environmental incidents commenced in 2020.
- (16) Potable water outside of Lytton refinery is an aggregate estimate based off our largest facilities.
- (17) 2022 increase in potable water use at Lytton refinery attributed to strong production and occasional operational issues requiring additional water.
- (18) 2019 recycled or reused hazardous waste was sent to Victoria which had the potential to be reused.
- (19) 21,239 tonnes of hazardous waste was attributed to the remediated soil waste at Kurnell Terminal in NSW. Due to NSW EPA compliance requirements, the hazardous waste could not be recycled or reused, so was subsequently treated and sent to landfill in 2021.
- (20) National Polluting Inventory (NPI) annual reporting requirements are for the reporting period between 1 January to 31 December to match environmental licencing requirements for Lytton refinery only. These figures are due to the Department of Climate Change, Energy, the Environment and Water by the 31 March annually.
- (21) Total Scope 1 direct greenhouse gas emissions are measured in tonnes of CO₂ equivalent (tCO₂e) and calculated between 1 July to 30 June using the National Greenhouse and Energy Reporting (NGER) Measurement Determination factors and methodology for facilities within Ampol's operational control in Australia.
- (22) Total Scope 1 direct greenhouse gas emissions are measured in tonnes of CO₂ equivalent (tCO₂e) and calculated between 1 July and 30 June using the Ministry for the Environment (MfE) emissions factors where available or as provided by other credible government or industry sources and methodology for facilities within Z Energy's operational control in New Zealand.
- (23) Total Scope 2 indirect greenhouse gas emissions are measured in tonnes of CO₂ equivalent (tCO₂e) and calculated between 1 July to 30 June using the National Greenhouse and Energy Reporting (NGER) Measurement Determination factors and methodology for facilities within Ampol's operational control in Australia.
- (24) Location-based method refers to the use of emission factors annually updated by the National Greenhouse and Energy Reporting (NGER) Measurement Determination for estimating Scope 2 emissions from electricity purchased, acquired or lost from main electricity grid in a State or Territory for Ampol's Convenience Retail facilities within Ampol's operational control in Australia.
- (25) Location-based method refers to the use of emission factors updated by the Ministry for the Environment (MfE) for estimating Scope 2 emissions from electricity purchased from the grid for facilities in Z Energy's operational control in New Zealand.

	2019	2020	2021	2022	2023
Net Zero continued					
Total Group Scope 3 emissions (tCO₂e)	n/a	n/a	n/a	n/a	56,590,426
Australia total Scope 3 emissions (tCO ₂ e) ⁽²⁶⁾	41,116,116 ⁽²⁷⁾	38,234,452 ⁽²⁸⁾	34,946,531 ⁽²⁹⁾	42,699,636 ⁽³⁰⁾	43,837,413 ⁽³¹⁾
New Zealand total Scope 3 emissions (tCO ₂ e) ⁽³²⁾	n/a	n/a	n/a	n/a	12,753,013
Selected sustainability information					
Total emissions (Scope 1 and 2) ⁽³³⁾ per kL of Total High Value Product, Lytton refinery ⁽³⁴⁾ (tCO ₂ e/kL)	0.1366	0.1426	0.1486	0.1428	0.1387
Total emissions (Scope 1 and 2) ⁽³³⁾ per Total Fuel Throughput, Terminals ⁽³⁵⁾ (tCO ₂ e/kL)	0.0019	0.0015	0.0025	0.0024	0.0021
Fuels and Infrastructure – SPT1 Result ⁽³⁶⁾ shows a reduction in SPT1 ⁽³⁷⁾ of at least 1.5% against the Baseline SPT1 ⁽³⁸⁾	n/a	n/a	n/a	n/a	Yes
Total emissions (Scope 2) ⁽³⁹⁾ Convenience Retail (tCO ₂ e) – market-based method ⁽⁴⁰⁾	n/a	n/a	n/a	91,453	76,765
Convenience Retail – SPT2 Result ⁽⁴¹⁾ shows a reduction in SPT2 ⁽⁴²⁾ of at least 5.0% against the Baseline SPT2 ⁽⁴³⁾	n/a	n/a	n/a	n/a	Yes
Future Energy Investment Made (AU\$m) ⁽⁴⁴⁾	n/a	n/a	≥3	≥15	≥30
Future Energy Initiative Delivered ⁽⁴⁵⁾ ≥ 1	n/a	n/a	n/a	n/a	Yes
% of energy used for ARENA co-funded EV charging bays offset with renewable energy certificates ⁽⁴⁶⁾	n/a	n/a	n/a	100%	100%
% of energy used for NSW co-funded EV charging bays offset with renewable energy certificates ⁽⁴⁷⁾	n/a	n/a	n/a	100%	100%
# EV charge bays operated or controlled by Group by 31 December in Australia ⁽⁴⁸⁾	n/a	n/a	n/a	12	82
# EV charge bays operated or controlled by Group by 31 December in New Zealand ⁽⁴⁹⁾	n/a	n/a	n/a	22	104

- (26) Unless otherwise specified, all total Scope 3 emissions (tCO₂e) in Australia quantification has been completed in accordance with the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Standard and the Australian Government's Climate Active Carbon Neutral Standard for Products and Services.
- (27) 2019 Total Scope 3 emissions (tCO₂e) is associated with the downstream activity attributed to the combustion of diesel and petrol products sold in Australia and New Zealand for Gulf New Zealand only. This figure was also calculated between 1 January 2019 to 31 December 2019 and was selected as it was most representative of a year of regular operations and as a requirement to calculate a baseline for our Climate Active certification carbon neutral product. In our 2020 Sustainability Report we did not specify that it was for 2019.
- (28) 2020 Total Scope 3 emissions (tCO₂e) is attributed to the downstream activity associated with the combustion of diesel and petrol products sold in Australia and New Zealand for Gulf New Zealand over the reporting period from 1 July 2019 to 30 June 2020.
- (29) 2021 Total Scope 3 emissions (tCO₂e) is attributed to the downstream activity associated with the combustion of diesel and petrol products sold in Australia and New Zealand for Gulf New Zealand over the reporting period from 1 July 2020 to 30 June 2021.
- (30) 2022 Total Scope 3 emissions (tCO₂e) is associated with the upstream and downstream emissions associated with unleaded petrol, diesel and jet fuel products, produced by Ampol Australia's diesel, petrol and jet fuel products value chain and business operations over the reporting period from 1 July 2021 to 30 June 2022. The organisational boundaries were defined as all the entities Ampol has operational control over. The relevant parties under Ampol's operations, includes all units from cradle-to-grave, such as procurement of products, refining of products, distribution to retail sites in Australia and the emissions associated with the use of their products (primarily combustion). This figure has been updated in the 2023 Annual Report to reflect the figure published in Ampol's 2023 Climate Report for Scope 3 emissions in Australia.
- (31) 2023 Total Scope 3 emissions (tCO₂e) is associated with the upstream and downstream emissions associated with unleaded petrol, diesel, jet fuel and gasoil products, produced by Ampol Australia's diesel, petrol, jet fuel and gasoil products value chain and business operations over the reporting period from 1 July 2022 to 30 June 2023. The organisational boundaries were defined as all the entities Ampol has operational control over. The relevant parties under Ampol's operations, includes all units from cradle-to-grave, such as procurement of products, refining of products, distribution to retail sites in Australia and the emissions associated with the use of their products (primarily combustion).
- (32) Total Scope 3 indirect greenhouse gas emissions are measured in tonnes of CO₂ equivalent (tCO₂e) in New Zealand and calculated between 1 July and 30 June. Quantification has been completed in accordance with the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Standard and using the Ministry for the Environment (MfE) emissions factors where available or as provided by another credible government or industry source. For further information on Z Energy's Scope 3 emissions reporting, this can be found in their CY23 Greenhouse Gas Inventory Reports available on the Z Energy website.
- (33) Total emissions (Scope 1 and Scope 2) are calculated in accordance with the National Greenhouse and Reporting (NGER) definition and refers to all Scope 1 and Scope 2 emissions within Ampol's operational control in Australia.
- (34) Total High Value Product is from Lytton refinery and excludes the Lubricants facility.
- (35) Total Fuel Throughput is from Ampol's three largest Terminal facilities only: Kurnell NSW, Banksmeadow NSW and Newport VIC.
- (36) SPT1 Result for Fuels and Infrastructure is broken down into two parts; SPT1A Result and SPT1B Result. SPT1A Result is equal to the total tCO₂e/kL HVP calculated in respect to the noted performance period and showing that the SPT1A Result has met the % of reduction against the Baseline SPT1A. SPT1B Result is equal to the total tCO₂e/kL Total Fuel Throughput calculated in respect to the noted performance period between and showing that the SPT1B Result has met the % of reduction against the Baseline SPT1B.
- (37) SPT1 for Fuels and Infrastructure is broken down into two parts; SPT1A and SPT1B. SPT1A is equal to the total emissions intensity calculated as operational emissions (Scope 1 and Scope 2) in tonnes of CO₂ equivalent (tCO₂e) for Lytton refinery (excluding the Lubricants facility) divided by the Total High Value Product between 1 July to 30 June (tCO₂e/kL HVP). SPT1B is equal to the total emissions intensity calculated as operational emissions (Scope 1 and Scope 2) in tonnes of CO₂ equivalent (tCO₂e) for Ampol's three largest Terminal facilities only (Kurnell NSW, Banksmeadow NSW and Newport VIC) divided by the Total Fuel Throughput for these three facilities between 1 July to 30 June (tCO₂e/kL Total Fuel Throughput).
- (38) Baseline SPT1 for Fuels and Infrastructure is broken down into two parts; Baseline SPT1A and Baseline SPT1B. Baseline SPT1A is equal to the total tCO₂e/kL HVP reported between 1 July 2020 to 30 June 2021, which is equal to 0.1486 tCO₂e/kL HVP. Baseline SPT1B is equal to the total tCO₂e/kL Total Fuel Throughput reported between 1 July 2020 to 30 June 2021, which is equal to 0.0025 tCO₂e/kL Total Fuel Throughput.
- (39) Total emissions (Scope 2) are calculated in accordance with the National Greenhouse and Reporting (NGER) definition and refers to all Scope 2 emissions within Ampol's operational control in Australia.
- (40) Market-based method refers to the use of market-based accounting methods attributed to emission reductions associated with a renewable energy procurement contract agreement for Ampol's Convenience Retail facilities within Ampol's operational control in Australia.

KPMG Assurance Statement



Independent Limited Assurance Report to the Directors of Ampol Limited

Conclusion

Based on the evidence we obtained from the procedures performed, we are not aware of any material misstatements in the Selected Sustainability Information which has been prepared by Ampol Limited in accordance with Ampol Limited policies, procedures, and methodologies (the Criteria) for the reporting period 1 January 2023 to 31 December 2023 (except where otherwise stated).

Information Subject to Assurance

The Selected Sustainability Information, as presented in the Ampol Limited 2023 Annual Report and available on the Ampol Limited website, comprises of the following. All metrics relate to Ampol Limited's Australian operations only.

Selected Sustainability Information	Value Assured
Total Recordable Injuries (TRI) (number) - Fuel and Infrastructure	10
Total Recordable Injuries (TRI) (number) - Convenience Retail	28
Total Recordable Injuries Frequency Rate (TRIFR) - Fuels and Infrastructure	2.2
Total Recordable Injuries Frequency Rate (TRIFR) - Convenience Retail	3.8
Days Away from Work Injury Frequency Rate (DAWIFR) - Fuels and Infrastructure	0.9
Days Away from Work Injury Frequency Rate (DAWIFR) - Convenience Retail	1.6
Tier One Safety Event (number)	0
Tier Two Safety Event (number)	2
GHG Emissions Scope 1 (tCO2e) – 1 July 2022 to 30 June 2023 (Australia only)	683,531
GHG Emissions Scope 2 (tCO2e) – 1 July 2022 to 30 June 2023 (Australia only)	219,045
Total Emissions (Scope 1 and 2) per kL of Total Fuel Throughput, Terminals (tCO2e/kL) - 1 July 2022 to 30 June 2023 (SPT1B)	0.0021
Total Emissions (Scope 1 and 2) Convenience Retail (tCO2e) - 1 July 2022 to 30 June 2023 (SPT2)	76,765
Total Emissions (Scope 1 and 2) per kL of Total High Value Product, Lytton Refinery (tCO2e/kL) - 1 July 2022 to 30 June 2023 (SPT1A)	0.1387
Fuels and Infrastructure business – SPT1 Result shows a reduction in SPT1 of at least 1.5% against the Baseline SPT1	Yes
Convenience and Retail Business – SPT2 Result shows a reduction in SPT2 of at least 5.0% against the Baseline SPT2.	Yes
≥\$30m Future Energy Investment made	Yes
Future Energy Initiatives delivered ≥1	Yes
Percentage of energy used for ARENA co-funded EV charge bays offset with renewable energy certificates	100%
Percentage of energy used for NSW co-funded EV charge bays offset with renewable energy certificates	100%



Number of EV Charge Bays operated or controlled by Ampol Group by 31 December 2023

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Criteria Used as the Basis of Reporting

The criteria used in relation to the Selected Sustainability Information presented in the Ampol Limited 2023 Annual Report are Ampol Limited policies, procedures, and methodologies as documented in Ampol Limited's Basis of Preparation (the Criteria).

Basis for Conclusion

We conducted our work in accordance with Australian Standard on Assurance Engagements ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* and ASAE 3410 *Assurance Engagements on Greenhouse Statements* (the Standards). In accordance with the Standards, we have:

- used our professional judgement to plan and perform the engagement to obtain limited assurance that we are not aware of any material misstatements in the [information subject to assurance], whether due to fraud or error;
- considered relevant internal controls when designing our assurance procedures, however we do not express a conclusion on their effectiveness; and
- ensured that the engagement team possess the appropriate knowledge, skills and professional competencies.

Summary of Procedures Performed

Our limited assurance conclusion is based on the evidence obtained from performing the following procedures:

- enquiries with relevant Ampol Limited personnel to understand the internal controls, governance structure and reporting process of the Information Subject to Assurance;
- reviews of relevant documentation including 2023 Ampol Limited's Sustainability Report Basis of Preparation and the Sustainability Linked Loan Principles by the Asia Pacific Loan Markets Association and Loan Markets Association Framework;
- analytical procedures over the Information Subject to Assurance;
- interviews with Corporate Head Office (Sydney) and Lytton refinery;
- walkthroughs of the Information Subject to Assurance to source documentation;
- evaluating the appropriateness of the criteria with respect to the Information Subject to Assurance; and
- reviewed the sustainability information in the Ampol Limited 2023 Annual Report in its entirety to ensure it is consistent with our overall knowledge of the assurance engagement.

How the Standard Defines Limited Assurance and Material Misstatement

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Misstatements, including omissions, are considered material if, individually or in the aggregate, they could reasonably be expected to influence relevant decisions of the Directors of Ampol Limited.

Inherent Limitations

Greenhouse gas quantification is subject to inherent uncertainty due to the nature of the information and the uncertainties inherent in: (i) the methods used for determining or estimating the appropriate amounts,

KPMG Assurance Statement continued



(ii) information used to determine emission factors and (iii) the values needed to combine emissions of different gases.

The nature of non-financial information, the absence of a significant body of established practice on which to draw, and the methods and precision used to determine non-financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The Selected Sustainability Information has been measured applying the Criteria, which has been developed solely for the purpose of providing this non-financial information. As such, the Selected Sustainability Information may not be suitable for another purpose.

Because of the inherent limitations of an assurance engagement, together with the internal control structure, it is possible that fraud, error, or non-compliance with the Criteria may occur and not be detected. A limited assurance engagement as at and for the year ended 31 December 2023 does not provide assurance on whether compliance with the Criteria will continue in the future.

Use of this Assurance Report

This report has been prepared for the Directors of Ampol Limited for the purpose of providing an assurance conclusion on the Information Subject to Assurance and may not be suitable for another purpose. We disclaim any assumption of responsibility for any reliance on this report, to any person other than the Directors of Ampol Limited, or for any other purpose than that for which it was prepared.

Management's responsibility

Management are responsible for:

- determining that the criteria is appropriate to meet their needs and the needs of their stakeholders;
- preparing and presenting the Information Subject to Assurance in accordance with the criteria; and
- establishing internal controls that enable the preparation and presentation of the Information Subject to Assurance that is free from material misstatement, whether due to fraud or error.

Our Responsibility

Our responsibility is to perform a limited assurance engagement in relation to the Information Subject to Assurance for the period 1 January 2023 to 31 December 2023 (unless otherwise stated), and to issue an assurance report that includes our conclusion.

Our Independence and Quality Management

We have complied with our independence and other relevant ethical requirements of the *Code of Ethics for Professional Accountants (including Independence Standards)* issued by the Australian Professional and Ethical Standards Board, and complied with the applicable requirements of Australian Standard on Quality Management 1 to design, implement and operate a system of quality management.

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19 February 2024