

Gentrack Climate Statement FY24





Introduction

Gentrack Group Limited (Gentrack) is a climate-reporting entity (CRE) under the Financial Markets Conduct Act 2013. This climate statement is for the financial year ending 30 September 2024, which is Gentrack's first reporting period under the Climate-Related Disclosures regime.

Our vision

To accelerate the world towards a net zero future by leading the global modernisation of energy and water retailers.

Our technology streamlines the management and the launch of complex and innovative energy and water offerings, accelerating the market adoption of sustainable solutions. By leveraging these technologies, utilities can optimise their operations, enhance efficiencies, and facilitate the transition to a resilient future.

We are entering a new era, with utilities worldwide transforming to meet business and sustainability targets.

For over 35 years Gentrack has been partnering with the world's leading utilities, and more than 60 energy and water companies rely on us for their billing and customer relationship management. Gentrack, with our partners Salesforce and AWS, are leading today's transformation with g2.0.

Our belief is that the transition to net zero depends on achieving a critical mass of end customers adopting new green solutions, which in turn demands modern and dynamic billing and CRM systems to drive it forward.

Vevo continue to revolutionise the way airports and transport hubs manage their operations, providing breakthrough technology that accelerates the transition to intelligent, automated and more efficient organisations.

Gentrack provide technologies that play a key role in accelerating a sustainable future for the planet through optimisation, efficiencies and delivering customer centric solutions that advance the energy transition.



We were pleased to announce a AUD \$12m investment in Amber, reinforcing our commitment to accelerating the energy transition to net zero. Amber is an Australian-based technology company and energy retailer that allows customers to take advantage of real-time energy market price fluctuations.

By controlling and automating the way their solar PV, home battery and EVs operate throughout the day, customers can not only maximise their use of green energy but also enhance the financial returns from their installations.

Our investment includes an agreement that will see Gentrack and Amber further develop, sell internationally, and deploy an end-to-end solution for billing, customer care, and smart distributed energy management – driving the energy transition forward to greener future.

\$12m
investment



Australia is a country that has one of the most decentralised grids worldwide and leads in rooftop solar penetration. For our customer, EnergyAustralia, we are at the heart of an initiative aimed at overcoming the hurdles associated with the widespread adoption of solar panels.

The 'Home Solar Bundle' includes the installation and maintenance of solar panels and batteries with zero upfront cost and a guaranteed energy price for seven years. This can significantly accelerate the customer transition to renewables by lowering the barrier to entry and associated upfront costs or maintenance headaches, while also accelerating the global energy transition to net zero.

\$0
upfront cost



By adopting Gentrack's software, our customer Genesis Energy is able to deploy their *EVERYwhere* plan, a New Zealand first that allows you to charge on the road and pay as if you were at home.

Currently, as set out by Genesis Energy, the freedom to go *EVERYwhere* can save up to 70% on traditional charging infrastructure incentivises customer uptake of EV charging opportunities and use of renewable energy.

Save up to
70%
on traditional charging

Our approach

In preparing our first Climate-Related Disclosure (CRD), we have elected to use the guidance of external climate consultancy, *thinkstep-anz* for the 2024 reporting period. They have provided expertise in both drafting the CRD and in producing Gentrack's Greenhouse Gas (GHG) emissions inventory. Additionally, details pertaining to utilised adoption provisions are located at the end of this report.

thinkstep-anz are a specialist climate consultancy located in both Australia and New Zealand. They have deep expertise in carbon measurement and reporting alongside the production of Climate Related Disclosures. *thinkstep-anz* are certified B Corp and a signatory to the UN Global Compact.

Many of the assumptions, metrics and measurements used in preparing this Climate Statement involve the exercise of Gentrack's judgement or are based on our estimate of the current or future position, which we considered to be reasonable at the time this document was prepared. No information presented in this document that is based on our judgements or estimates should be taken as a guarantee of future outcomes.

Governance

Our corporate governance practices enable the proper operation of our company, consistent with our values, stakeholders and shareholders' best interests and legal requirements. We are committed to a corporate governance structure that promotes long-term shareholder value creation.

The Board is the governance body ultimately responsible for oversight of Gentrack's climate-related risks and opportunities.

Our strategy incorporates the assessment of Climate related Risks and Opportunities (CRROs) that could impact Gentrack. These are considered within the broader risk management framework already in existence at Gentrack.

The Gentrack Board is responsible for approving the risk framework to assist with identifying, assessing and managing its risk (including climate) in a pro-active and efficient manner. The Audit and Risk Committee (ARC) of the Board oversee this activity, ensuring the effective and efficient management of all strategic business risks, including monitoring of climate-related risks.

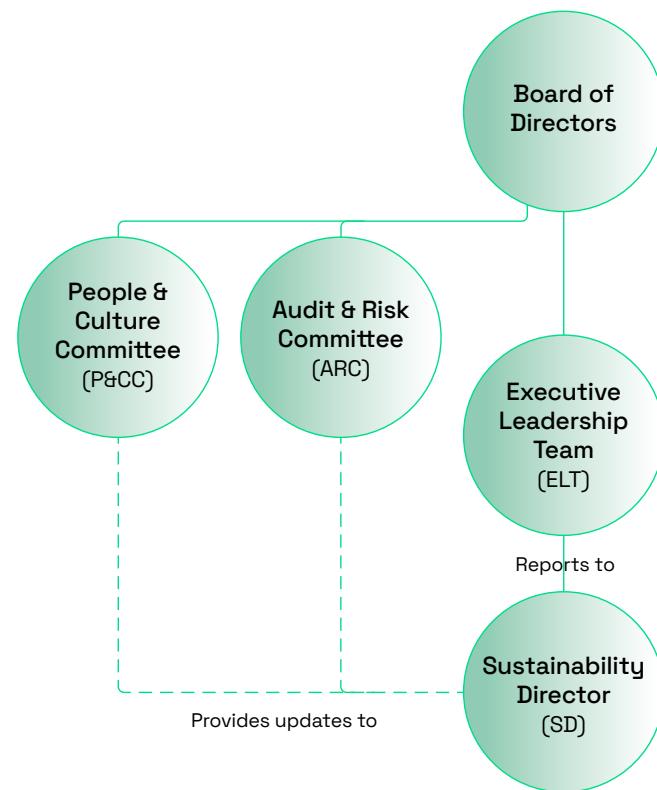


Figure 1: Governance structure

Gentrack uses a skills matrix to ensure its Board has an appropriate range of skills and competencies to govern Gentrack. The skills and competencies Gentrack consider relevant to ensuring appropriate oversight of climate-related risks and opportunities include governance, environmental and energy sector experience.

A summary of the Board skills matrix is available on page 46 of Gentrack's 2024 Annual Report. The Board also received a 'Climate Risk & Disclosure' workshop on 29th July 2024 delivered by thinkstep-anz.

Governance oversight

The Board considers relevant sustainability matters including CRROs through both the Audit and Risk Committee (ARC) and the People and Culture Committee (P&CC) (See Figure 1). In FY24 the ARC had six meetings and the P&C had four meetings. The Global Sustainability Director provides Climate Risk updates to the ARC through existing risk management processes. Specific risks are reported every month as part of the CEO's report to the Board.

The ARC includes 'Climate' as an independent risk vector in the Risk Register, specifically focusing on resilience to physical and transitional climate risks and compliance with reporting regulations. The 'Global Sustainability Director' has been assigned as the risk owner. During 2024 financial year the ARC considered presentations on climate-related matters and risks at four of its six meetings.

In FY24, the ARC provided oversight of the scenario analysis by reviewing and providing feedback on the scenarios and associated risks, and the Board approved the scenarios used.

Role of management

The ARC has assigned climate-related responsibilities to members of our Executive Leadership Team (ELT). The CFO and CPO are Senior Executive Sponsors, and the work is led by the Global Sustainability Director who is responsible for implementing our sustainability strategy. The Sustainability Director meets fortnightly with the CPO and monthly with the CFO to apprise them of updates, alongside frequent meetings with the CEO.

In July 2024 a dedicated Climate Workshop was conducted across the entire ELT to review the findings and ensure alignment and understanding of risks and opportunities. The Climate Workshop remains an annual standing item for the ELT.

As part of our sustainability strategy, a dedicated Global Sustainability Task Force (GSTF) was established, consisting of at least 4 teams of 8+ people regionally across the group, with a current membership of 38 globally. The GSTF is responsible for developing and communicating our sustainability efforts across the business and plays a key role in our transition plan. The regional teams meet with the Sustainability Director monthly, alongside regular engagement with regional ELT members to continue to advance the strategy across the Group. Each regional GSTF has a dedicated representative that communicates progress through regular, regional townhalls. Where required, the GSTF will report matters to the ARC through the Global Sustainability Director.



Strategy

Connected to our vision and our values, our sustainability strategy seeks to integrate all elements of sustainability across our entire enterprise, engaging our people, our processes, our product and our partners.

One pillar of the strategy directly focuses on delivering transparent disclosures and reporting, including the measurement of our CO₂e footprint. For an update on our sustainability strategy please refer page 20 of Gentrack's 2024 Annual Report.

Transition Plan Aspects of Strategy

For our initial reporting period under the climate-related disclosures framework, we are using Adoption Provision 3 and have not yet finalised our transition planning. However, we are actively working on developing the transition plan aspects as part of our strategy. Climate-related metrics and targets have not yet been established. Remuneration is not directly measured against climate related risks and opportunity metrics.

Enable our people We play to win: our commitment is serious

Our Global Sustainability Task Force (GSTF) will be empowered to drive our sustainability ambitions and support our local communities.



Develop & build cleantech We believe in the power of cleantech

We will invest in and drive cleantech solutions for our customers and support our product strategy. We will strive to become the centre of excellence for sustainable innovation.



Power through partnerships We cannot cross the finish line alone

We recognise the importance of our partners and the industry in achieving a net zero future. We will actively collaborate and partner in sustainability initiatives to achieve collective success.



Share our progress We take accountability and show integrity

We will measure and report our carbon footprint, whilst actively taking steps to reduce emissions across our global enterprise. We aim to provide transparent, high-quality climate related disclosures.



Capital Deployment & Vulnerability to CRROs

Our efforts to identify new markets and help enable the global energy transition through our capital investment in clean tech continues in line with our growth ambition. As a technology company focused on accelerating the world towards a net zero future by leading the global modernisation of the Energy and Water retailers, we believe we are well positioned to mitigate our climate-related risks while capitalising on the opportunities.

We have identified our physical and transitional risks and climate opportunities (See table on page 63 of Gentrack's 2024 Annual Report), at present – these have the potential to impact all our assets and business activities. However, as part of our transitional planning process we will further develop our understanding to determine with greater precision the percentage of assets or business activities that may be vulnerable, including specific capital deployment. Currently, we do not have specific capital deployment against CRROs. As part of our transition plan, we will review our R&D investment in our product to determine the proportion related to CRROs.

Environmental impacts

As a technology company our main environmental impact is limited to carbon and captured in our GHG emissions inventory. We continually seek to reduce our emissions as a responsible business. Throughout FY24 we have successfully transitioned a further three people centres to renewable energy, meaning 80% of our

operationally controlled sites are now on renewable energy tariffs with the aim to be operating with 100% renewable energy by FY25. To date, Gentrack has not had to manage any material impacts of a physically changing climate.

Transitional impacts

Transitional impact has largely been felt through the mechanism of increased resource and compliance costs associated with climate reporting legislation e.g. NZ CRD requirements, alongside increasing stakeholder expectations for quantification and transparency in relation to climate-related activities, impacts, risks and opportunities. During FY24 no significant climate related physical impacts were reported. Gentrack has responded to the transitional risks created by the introduction of climate disclosure regulation in New Zealand through the production of this climate statement.

Scenario analysis undertaken

Gentrack followed guidance provided by New Zealand's External Reporting Board (XRB) when undertaking scenario analysis to CRROs, that could impact its strategy and business model now and into the future.

We conducted scenario analysis in FY24 with the assistance of thinkstep-anz. In a facilitated workshop CRROs were presented and discussed by all members of the ELT across the Gentrack Group. This was to determine CRROs that may be material to Gentrack over the short, medium and long-term.

Focal question

The focal question presented to frame the workshop was:

“What CRROs are affecting the Gentrack Group (including its office sites) now, what CRROs could plausibly affect the Gentrack Group over the short, medium and long-term, and how material are those CRROs to the Group's business model and strategy both now and in the future?”

Organisational boundary and value chain

Gentrack's global office locations were included within the organisational boundary for the purposes of CRRO identification and analysis, including all assets under Gentrack's operational control.

Scenario rationale and data sources

The scenario analysis used:

- a. An 'Orderly' 1.5°C scenario,
- b. A 'Disorderly' 2.0°C scenario
- c. A 'Hot House' $\geq 3.0^\circ\text{C}$ scenario

The scenarios were chosen to provide a sound basis to assess the resilience of our business model and strategy against selected CRROs. The following data sources were used in preparing the scenarios:

- The Intergovernmental Panel on Climate Change (IPCC) sixth assessment synthesis report (AR6)
- The Network for Greening the Financial System (NGFS) hypothetical scenarios. The NGFS "net zero 2050", "Delayed Transition" and "Current Policies" scenarios were utilised in producing the 1.5°C, 2.0°C and $\geq 3.0^\circ\text{C}$ scenarios
- The International Energy Agency (IEA) 2023 World Energy Outlook
- Selected advice to the NZ Government from the Aotearoa New Zealand Climate Change Commission (CCC)

Time horizons for scenarios

- All temperature outcomes in the scenarios relate to global temperatures in 2100. These were coupled with the various global ambition levels associated with limiting global warming
- Gentrack's time horizons for scenario planning: Short-term 1-5 years (2030), Medium-term 5-15 years (2040) and Long-term 15-30 years (2055). Gentrack's strategic planning horizon is focused on a 5-year window

Climate scenarios

- Future impacts and their materiality were considered based on three future scenarios and narratives. These have been built around a scenario "architecture" which draws on both global "pathways" to a low emissions future. Combining data sources and associated predictions in this way helped to present workshop participants with plausible futures

Scenario architectures

In the absence of sector specific guidance, thinkstep-anz developed the following scenario architectures following best practice to frame plausible futures and facilitate the analysis.

	Orderly 1.5°C	Disorderly 2.0°C	Hot House >3.0°C
Policy ambition	1.5°C	2.0°C	>3.0°C
Pathways	RCP 2.6 SSP 1-1.9 NGFS: “Net Zero 2050” IEA: “Net Zero Emissions” CCC: Tailwinds	RCP 2.6 SSP 1-2.6 NGFS: “Delayed Transition” IEA: “Sustainable Development” CCC: Headwinds	RCP 8.5 SSP 3-7.0 NGFS “Current Policies” IEA “Stated Policies” CCC: Current Policies
Material CRROs	Transitional	Transitional and Physical	Physical
Policy reaction	Immediate and smooth	Delayed to 2030’s	None
Technology change	Fast change	Slow - Fast change	Slow change
Behaviour change	Fast change	Slow - Fast change	Slow change
Physical risk severity	Low-Moderate	Moderate-High	Extreme
Transition risk severity	Moderate-High	High	Low
Socio-political instability	Low-Moderate	Moderate	High
Market response (to decarbonisation technology)	High demand High competition	Medium demand High competition	Lower demand High competition
Energy pathways	There is a global focus on achieving net zero by 2050. This includes a transition to renewables, investment in clean energy, adoption of technology and the phasing out of fossil fuels.	Low carbon sources represent 40% of the global energy mix by 2040. There is a mainstreaming of electric vehicles and a focus on energy efficiency. Power generation is decarbonised leading a decline in coal demand.	Current policies like Nationally Determined Contributions under the Paris Agreement as well as industry actions related to clean energy technologies leave a significant gap to net zero by 2050.
Macroeconomic trends	Many global economies transform with climate change and decarbonisation being prioritised. The economic transformation leads lower short-term GDP growth but more significant growth in the medium to long term as the costs of adaptation are lower.	Economic transformation is delayed until post-2030. GDP growth is low in the short to medium term. Long-term economic trends are difficult to predict as decisions need to be made on the prioritisation of decarbonisation as well as adaptation.	There is no significant economic transformation in relation to decarbonisation. Over the medium to long-term increasing economic impacts are felt due to climate change impacts and the need to implement increasingly expensive adaptation measures.

Scenario narratives

The scenario architectures, presented above, were used to create entity level scenario narratives for three plausible futures Gentrack may face:

Orderly Transition (1.5°C)

There is global adoption of strong, effective climate policies, driving down emissions and decarbonising the energy sector and transport by 2050.

The transition occurs in a coordinated manner across all jurisdictions and all sectors. There are clearly signalled policy changes in 2024/25 aligned with RCP2.6, ratcheting goals and targets to reach net zero emissions by 2050. Global emission trading scheme (ETS) settings create strong incentives to stimulate investment in renewable energy and build low carbon infrastructure. The decarbonisation of carbon intensive industries continues with focused funding. Complementary policies support the widespread adoption of electric vehicles and equitable access to affordable energy.

Rapid change begins with the electrification of the light passenger fleet, followed by heavy transport over a longer period utilising a mix of electrification and low carbon fuels. Globally annual rainfall patterns are expected to change, with moderate increases projected in the frequency and intensity of storms, river flooding, drought and fire weather.

Disorderly Transition (2.0°C)

Globally climate policies are expedited after 2030 with limited time for consultation. As a result, the cost of decarbonisation increases significantly.

Global ETS settings are aligned to emissions budgets reaching out to mid-Century. This reduces incentives to invest in low-carbon technology, renewable energy and low carbon infrastructure, until the late-2030's. Consumer confidence in transport electrification takes much longer to generate, uptake of electric vehicles is slow, but increases beyond 2030.

Appetite to decarbonise varies, creating a gap between industry leaders and those who wait for low carbon technologies to become more affordable. Extreme weather events increase in frequency and severity, and further intensify after 2040. This causes significant supply chain disruption and damage to those assets exposed to a high risk of physical climate impacts such as storm damage, fire conditions and flooding.

Hot House (>3.0°C)

Globally spending on mitigation is cut and efforts directed at maximising renewable energy generation and decarbonisation are abandoned.

The global carbon price plummets and fails to have any material effect on consumer behaviour. Supply chain disruption caused by more severe physical impacts of climate change introduces significant price volatility. The transport transition effectively stalls, uptake of electric vehicles remains low.

The projected increase in mean air temperature is >3.1°C by the end of the century. Changes in annual rainfall patterns are expected to be more extreme, river flooding, drought and fire weather are projected to reach extreme levels in most areas of the world. There will be a strengthening of storm tracks, windspeeds and precipitation from associated "atmospheric rivers".

Climate Related Risks and Opportunities

The following material CRROs, and their anticipated impacts, were identified under three plausible futures, sites noted under physical CRROs are those with the highest risk of impact:

Critical Drivers	Impact on Gentrack	Timeframes	CRRO under an Orderly 1.5°C Transition	CRRO under a Disorderly 2.0°C Transition	CRRO under a Hot House >3.0°C Transition
Transitional Climate Related Risks and Opportunities					
Products and services	Developing products and services to meet changing customer preferences	Short and Medium-term	<p>Risk: Potential loss of customers if some businesses fail in the new environment.</p> <p>Opportunity: Increased revenue from new or optimised products which support the new regulatory requirements.</p> <p>Opportunity: Products and services will support customers contribution to transition.</p>	<p>Risk: Increased risk of loss of customers in a fast-tracked environment as regulations drive changes in the market.</p> <p>Risk: In a fast-track environment costs will increase e.g. offsets, low carbon energy, impacting customers bottom line.</p> <p>Opportunity: Increased interest in our offerings from customers and increased market value to meet regulatory requirements.</p>	As for 1.5°C but exacerbated in 3.0°C and experienced over the long term as well as the medium-term.
Climate risk and decarbonisation	Meeting regulatory requirements and stakeholder/ investors expectations around decarbonisation	Short, Medium and Long-term	<p>Risk: Financial risk to offset commuter and air travel. We rely on air travel to do business and expansion of business in Asia and Veovo (aviation) will increase this.</p> <p>Opportunity: Our technology is at the forefront of being able to drive the transition through driving consumer change and reducing cost to serve.</p> <p>Opportunity: Decarbonisation through renewable energy powered cloud-based computing.</p>	<p>Risk: Financial risk to offset commuter and air travel delayed until after 2030 with the potential for costs to be significantly higher.</p> <p>Opportunity: Regulations become more relaxed driving growth and allowing multiple new suppliers – providing further business opportunities.</p>	<p>Risk: Geopolitical/sovereignty as energy and water become critical and controlled, impacting billing models.</p> <p>Opportunity: Provide services at a National level to support critical systems.</p>



Critical Drivers	Impact on Gentrack	Timeframes	CRRO under an Orderly 1.5°C Transition	CRRO under a Disorderly 2.0°C Transition	CRRO under a Hot House >3.0°C Transition
Transitional Climate Related Risks and Opportunities					
Sector positioning	Addressing legal activity and costs due to climate activism and/or sector positioning	Short and Medium-term	Opportunity: Reputational benefits from providing services that accelerate the transition.	Risk: New service offerings (e.g. low or no cost) disrupting the market. Risk: Reputational risk (especially for aviation) from air travel for business to engage with customers face to face. Opportunity: Reputational benefits from providing services that accelerate the transition.	As for 2.0°C but exacerbated in 3.0°C and experienced over the long term as well as the medium-term.
Low carbon technologies	Existence, adoption, availability, cost of low carbon technologies	Short-term	Opportunity: Data capture to help businesses transition. Risk: Increased costs to move faster from a core activity of billing to support businesses transition. Risk: Competitor risk of not being first into some areas of offerings.	As for 1.5°C but exacerbated in 2.0°C and experienced over the medium term as well as the long-term.	As for 1.5°C but exacerbated in 3.0°C and experienced over the long term as well as the medium-term.
Climate resilient technologies	Existence, adoption, availability, cost, climate resilient technologies	Short and Medium-term	Opportunity: Increased revenue and customer base from cloud-based opportunities.	Risk: Increased competitor offerings as the ecosystem changes. Customers will have more choice impacting our sector positioning.	As for 2.0°C but exacerbated and accelerated in 3.0°C and experienced over the long term as well as the medium-term.
Competitors	Competitors developing and marketing disruptive technologies in response to a changing climate	Short-term	Risk: New product or service offerings (e.g. low or no cost) disrupting the market.	As for 1.5°C but exacerbated and accelerated in 2.0°C and experienced over the medium term as well as the short-term.	As for 2.0°C but exacerbated and accelerated in 3.0°C and experienced over the long term as well as the medium-term.

Critical Drivers	Impact on Gentrack	Timeframes	CRRO under an Orderly 1.5°C Transition	CRRO under a Disorderly 2.0°C Transition	CRRO under a Hot House >3.0°C Transition
Physical Climate Related Risks and Opportunities					
Heatwaves: increasing persistence, frequency and magnitude	Extended heatwaves affecting our people and customers	Short, Medium and Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g. Pune, Singapore, Riyadh).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g. Pune, Singapore, Riyadh). No increased risk in a disorderly scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. No increased risk in a disorderly scenario.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g. Pune, Singapore, Riyadh). Increased risk under a hot house scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>
More and longer dry spells and drought	Drought conditions affecting staff and customers	Short, Medium and Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g. Melbourne, Singapore).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g. Melbourne, Singapore). No increased risk in a disorderly scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. No increased risk in a disorderly scenario.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by heatwaves (e.g., Melbourne, Singapore). Increased risk under a hot house scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>
Increasing fire – weather conditions: harsher, prolonged season	Wildfires affecting staff, journey to work and customers	Short, Medium and Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by wildfires (e.g. Pune, Melbourne).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by wildfires (e.g. Pune, Melbourne). No increased risk in a disorderly scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. No increased risk in a disorderly scenario.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by wildfires (e.g. Pune, Melbourne). Increased risk under a hot house scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>

Critical Drivers	Impact on Gentrack	Timeframes	CRRO under an Orderly 1.5°C Transition	CRRO under a Disorderly 2.0°C Transition	CRRO under a Hot House >3.0°C Transition
Physical Climate Related Risks and Opportunities					
Increased storminess and extreme winds (including tornadoes and cyclones)	Tornadoes and sub-tropical storms affecting staff, journey to work and customers	Short, Medium and Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by tornadoes and sub-tropical storms (e.g. Orlando, Singapore and Auckland).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by tornadoes and sub-tropical storms (e.g. Orlando, Singapore and Auckland). No increased risk in a disorderly scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. No increased risk in a disorderly scenario.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by tornadoes and sub-tropical storms (e.g. Orlando, Singapore and Auckland). Increased risk under a hot house scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>
River and pluvial flooding: changes in frequency and magnitude in rural and urban areas	Floods affecting staff, journey to work and customers	Short, Medium and Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by seasonal flooding (e.g. Riyadh).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by flooding (e.g. Riyadh). No increased risk in a disorderly scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. No increased risk in a disorderly scenario.</p>	<p>Risk: Impact on staff who live in areas that could be impacted by flooding (e.g., Riyadh). Increased risk under a hot house scenario.</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>
Sea level rise – coastal and estuarine flooding: increasing persistence, frequency and magnitude	Flooding and inundation due to rising sea levels impacting staff and customers	Long-term	<p>Risk: Impact on staff who live in areas that could be impacted by rising sea levels (e.g. Auckland, Melbourne, Singapore, London).</p> <p>Risk: Impact on Gentrack and customer operations from damage to infrastructure. Increased risk under a hot house scenario.</p>	As for 1.5°C but exacerbated and accelerated in 2.0°C.	As for 2.0°C but exacerbated and accelerated in 3.0° C.



Risk management

Our risk management framework helps us to identify different categories of risk e.g., compliance, operational, reputational, financial, and people risks and are subject to regular review by the ARC. Enterprise risks are contained in the Risk Register and are reviewed by the Audit and Risk Committee as part of this risk management process. Additionally, to develop our understanding of climate risk we conduct an annual climate workshop with C-Suite stakeholders. CRROs have been identified and assessed through the scenario analysis process described in the strategy section of this climate statement. Material CRRO's have been identified using Gentrack's existing risk management framework.

Material CRROs will be lodged in the company Risk Register and progress on their management will be subject to annual review by the Audit and Risk Committee as part of our structured risk management process. We have intentionally focused on assets we retain direct influence and control over and have excluded value chain components over which Gentrack retains no ability to manage risk e.g. aviation authorities and security infrastructure, data centre partners and customer-controlled infrastructure (meter points).

Metrics and targets

Greenhouse gas emissions

For the year ended 30th September 2024, we have produced our Greenhouse Gas (GHG) emissions inventory with the support of external climate consultancy, *thinkstep-anz*. The approach we have taken and our summary of FY24 emissions is outlined below. Gentrack's GHG emissions are reported in tonnes of CO₂ equivalents (t CO₂e), as required by the GHG Protocol.

Measurement protocol

Gentrack has produced an annual GHG emissions report for FY24 in accordance with the following standards and guidance:

- Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard Revised Edition (WBCSD/WRI, 2015); and
- Greenhouse Gas Protocol (GHG Protocol) – Scope 2 Guidance (WRI, 2015)

Operational control approach

This report has taken the operational control approach, as defined by the GHG Protocol (WBCSD/WRI, 2015), which means that 100% of the GHG emissions from operations over which Gentrack had control in financial year 2024 (FY24) are accounted for in this report (WBCSD/WRI, 2015).

The following business areas were included in Gentrack operational approach:

- London office
- Tewkesbury office
- Vodskov office
- Auckland office
- Melbourne office

This approach was chosen as it aligns with our financial accounting. We have also chosen this approach with a view to future emissions reporting and associated emissions reduction measures.

Global warming potential (GWP)

GWP of GHG is applied to calculate the total CO₂e emissions. Gentrack used the GWP values as set out in 2023 MfE Workbook.

Total emissions for FY24

The emissions reporting for FY24 covers Scope 1 and Scope 2 as we are continuing to expanding our emissions inventory through collecting Scope 3 emissions data.

The Scope 1 and 2 measurements relate to our locations in; Melbourne, London, Tewkesbury, Auckland and Vodskov. Our sites in Pune, Riyadh, Singapore and Orlando are serviced offices and will be considered under Scope 3.

During FY24 we have successfully transitioned a further three sites (London, Tewkesbury and Auckland) to green energy plans and intend to achieve 100% transition by FY25 for all five locations.

As per GHG Protocol the location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using grid-average emission factor data). The market-based method reflects emissions from no or low emissions electricity that companies have contracted (or if no renewable electricity supply is contracted (nor available for contracting) using then residual mix emission factor).

Materiality Threshold

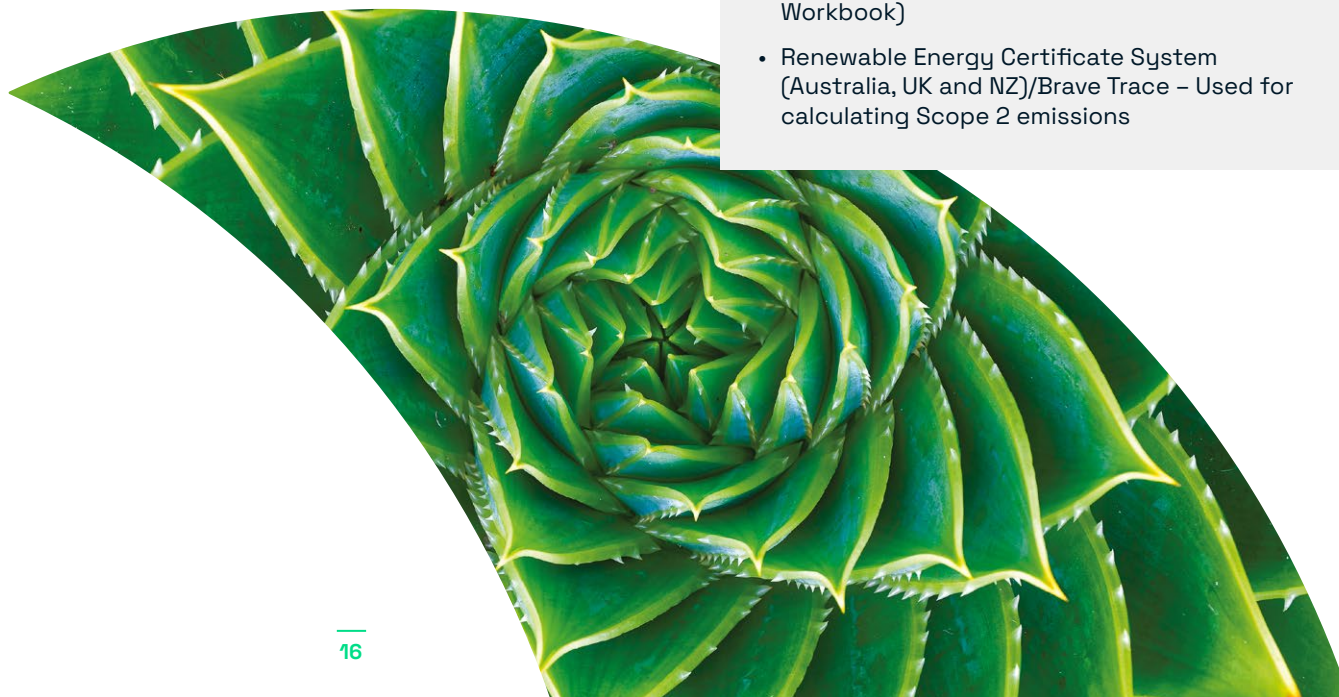
A materiality threshold of 1% of total emissions per scope has been selected to classify each of the emissions sources and categories. If emissions from a particular source or category exceed this threshold, it is classified as 'material' in the context of each scope. Sources or categories below this threshold are classified as immaterial. It should be noted that the materiality threshold can be defined by the reporting company.

Emission sources or categories below the materiality threshold may still be included in reporting where the data is easily available and deemed of interest to stakeholders.

Emission factors

Gentrack uses the latest published emission factors available at the time of reporting, including from the following sources which we used to prepare our FY24 GHG emissions inventory and reporting:

- New Zealand Ministry for the Environment (MfE) – Measuring Emissions: A Guide for Organisations (2023 MfE Workbook)
- UK Department for Business, Energy and Industrial Strategy (BEIS) and Department for Energy Security and net zero – Government Conversion Factors for Company Reporting of Greenhouse Gas Emissions (2023 BEIS Workbook)
- Australian National Greenhouse Accounts (NGA) Factors, Australian Government Department of Climate Change, Energy, the Environment and Water (2023 NGA Factors Workbook)
- Renewable Energy Certificate System (Australia, UK and NZ)/Brave Trace – Used for calculating Scope 2 emissions

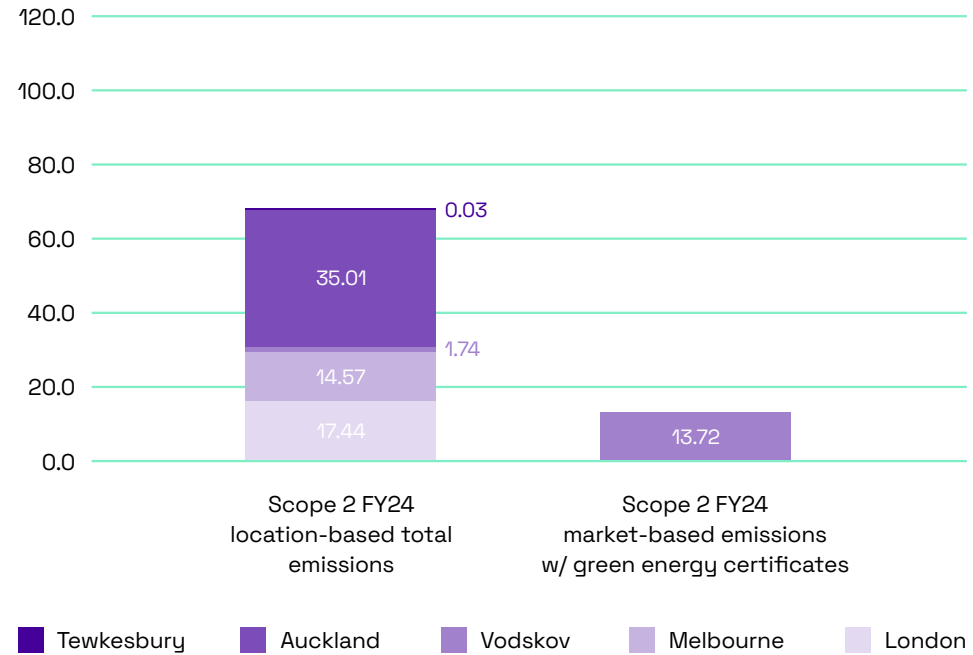


GHG inventory

Scope	Country	Source	Location-based emissions (t CO ₂ e)	Emissions (t CO ₂ e) including market-based certificates
1 Direct emissions	Australia	Natural gas – stationary combustion	7.86	7.86
2 Indirect emissions	UK (London)	Electricity	17.44	0
	UK (Tewkesbury)	Electricity	0.03	0
	Australia (Melbourne)	Electricity	14.57	0
	Denmark (Vodskov)	Electricity	1.74	13.72
	New Zealand (Auckland)	Electricity	35.01	0.14
Totals (Scope 1 & 2)			76.65	21.72

* Scope 2 location-based emissions are included in the table to comply with GHG Protocol dual reporting requirements. Scope 2 market-based emissions are used for all further analysis.

Scope 2 estimated contributions [t CO₂e] – comparison with and without green energy certificates



Emissions by Greenhouse Gas

The table below provides details of the contribution by greenhouse gas of our Scope 1 and 2 emissions. Some countries do not provide a split for Scope 1 or 2 emission factors into different gases. Consequently, the total of gasses does not always align with total emissions.

Emission source	Emissions (t CO ₂ e)	Emissions (t CO ₂)	Emissions (t CH ₄)	Emissions (t N ₂)
Natural gas – stationary combustion	7.9	7.84	0.02	0.000
Grid electricity (Auckland and Vodskov)	13.9	0.14	0.00	0.00
Total	21.7			

Methodologies and uncertainties

The table below sets out the methodologies and uncertainties used to calculate our Scope 1 and Scope 2 emissions.

Category	Activity	Calculation method	Data source	Data quality/uncertainty
Scope 1				
Stationary combustion	Emissions from Natural gas for space heating	Natural gas consumption (GJ) multiplied by the relevant emissions factor	Invoices from natural gas supplier	Supplier invoices Low uncertainty
Scope 2				
Electricity	Indirect emissions from the purchase and used of electricity in Gentrack's global offices	Electricity consumption data (kWhrs) multiplied by the relevant emissions factor for market-based emissions	Invoices from electricity suppliers Certificates from renewable electricity certification schemes	Supplier invoices Renewable energy certificates Low uncertainty

For FY24 there is a level of uncertainty to our emissions reporting as a result of both estimation and data quality (the level and effect of which is noted in the table above). Uncertainty will reduce as we continue to improve and refine our data collection.

We are pleased to report that a new meter system specific for our London site is due to be introduced in late 2024 which shall greatly enhance our fidelity of data for FY25 reporting.



Exclusions

The Auckland office has a diesel generator for back up purposes and was confirmed that it had not been used in FY24. There are no fugitive emissions from refrigerant gases considered for FY24 as no top-ups were reported.

Emissions intensity

Currently Gentrack consider the most appropriate emissions intensity figure to be kgCO₂e per NZ \$ of revenue. However, other options will be considered as the understanding of our emissions profile increases and climate reporting across our sector globally continues to develop.

Industry based metrics

We are continuing to explore industry-based metrics for the data and technology sector with a view to adopting them to ensure future-proofing.

Targets

Gentrack is actively developing a comprehensive GHG emissions inventory and is committed to exploring emission reduction strategies and setting targets once it gains a deeper understanding of its full Scope 1-3 inventory.

Further consideration will be given to the Science Based Target Initiative (SBTi) net zero framework to inform possible options for emissions targets including an emissions intensity approach.

Offsets

Gentrack has not used emissions offsets and remains focused on reducing emissions at this stage.

Internal Emissions Pricing

Gentrack does not use an internal emissions price program.

Base year and recalculation procedure

The FY24 inventory is used as base year for Gentrack's annual reporting.

The approach used for the FY24 inventory will be used as the basis for future reporting for Gentrack's operations, and its use as a base year will support consistency and comparison over time.

Gentrack will review its base year inventory each year to ensure representativeness and to enable consistent tracking over time. The base year shall be recalculated and restated in the event of significant changes (>±5%) in emissions, resulting from:

- Structural changes that have a significant impact on the company's base year emissions, such as acquisitions, divestments, mergers, and outsourcing or insourcing of emitting activities
- Changes in calculation methodology or improvements in the accuracy of emission factors or activity data that result in a significant impact on the base year emissions data
- Discovery of significant errors, or a number of cumulative errors that are collectively significant
- Changes in the categories or activities included in the scope 3 inventory





Statement of Compliance

This Climate Statement complies with the requirements set out in the NZ CS issued by the XRB, as they apply in respect of the FY24 reporting period.

Adoption Provisions

The following adoption provisions have been applied to ensure compliance with Aotearoa New Zealand Climate Standards (NZ CS).

Adoption Provisions	Description
Adoption provision 1: Current financial impacts	This adoption provision provides an exemption from disclosing the current financial impacts of the physical and transition impacts identified and from disclosing an explanation of why we are unable to disclose this information.
Adoption provision 2: Anticipated financial impacts	This adoption provision provides an exemption from disclosing the anticipated financial impacts of climate-related risks and opportunities reasonably expected by the entity and from disclosing an explanation of why we are unable to disclose this information. It also provides an exemption from disclosing a description of the time horizons over which the anticipated financial impacts of climate related risks and opportunities could reasonably be expected to occur.
Adoption provision 3: Transition planning	This adoption provision provides an exemption from disclosing the transition plan aspects of our strategy, including how our business model and strategy might change to address its climate-related risks and opportunities; and the extent to which transition plan aspects of our strategy are aligned with our internal capital deployment and funding decision making processes.
Adoption provision 4: Scope 3 GHG emissions	This adoption provision provides an exemption from disclosing greenhouse gas (GHG) emissions: gross emissions in metric tonnes of carbon dioxide equivalent (CO ₂ e) classified as Scope 3.
Adoption provision 5: Comparatives for Scope 3 GHG emissions	This adoption provision provides an exemption from disclosing comparative information for each metric disclosed for the immediately preceding two reporting periods.
Adoption provision 6: Comparatives for metrics	This adoption provision provides an exemption from disclosing, for each disclosed metric, comparative information for the immediately preceding two reporting periods
Adoption provision 7: Analysis of trends	This adoption provision exempts Gentrack from disclosing an analysis of the main trends evident from a comparison of each metric from previous reporting periods to the current reporting period.

About Gentrack

For over 35 years Gentrack has been partnering with the world's leading utilities, and more than 60 energy and water companies rely on us. Gentrack, with our partners Salesforce and AWS, are leading today's transformation with g2.0, an end-to-end product-to-profit solution. Using low-code / no-code, and composable technology, g2.0 allows utilities to launch new propositions in days, reduce cost-to-serve and lead in total experience.

