EastLink
Time better spent.

Sustainability Report

FY25

Acknowledgement of Country

We acknowledge the Wurundjeri and Bunurong people, Traditional Custodians of the land on which our business operates.

We pay our respects to their Elders past, present, and emerging. We extend that respect to all Aboriginal and Torres Strait Islander people across the communities in which we work.

Original artwork titled Rainbow Serpent Tracks
by Simone Thomson © 2019.
Woi-Wurrung Wurundjeri Artist

Rainbow Serpent's journey tracks across Country, pushing earth up with his belly, creating mountains and valleys in winding crevices."

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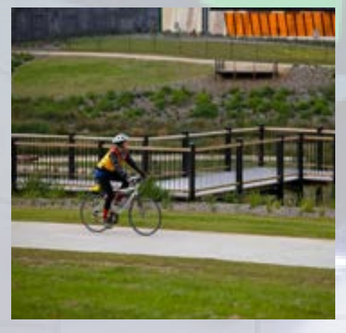

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Charles Griplas

Managing Director, ConnectEast

Message from our Managing Director

I am proud to present ConnectEast's FY25 Sustainability Report, highlighting our ongoing commitment to environmental responsibility, safety, employee development, and customer service as the operator of EastLink.

This year, we reduced our greenhouse gas emissions to 5,007 tonnes CO_2-e — a 72% decrease since our FY2010 baseline — through continued investment in energy-efficient technologies and renewable energy. We diverted 72% of waste from landfill and enhanced 22.6 hectares of habitat along the EastLink corridor, supporting local biodiversity and community amenity.

Employee development remained a priority, with over 2,200 training attendances and a strong focus on diversity, equity, and wellbeing. We are proud to have achieved zero fatalities and maintained a casualty crash rate well below industry benchmarks, with our incident response teams continuing to deliver rapid support for motorists.

We further strengthened our data security and governance, and our sustainability performance was recognised with a leading GRESB score in the Asia-Pacific region. Our partnerships with community groups and ongoing investment in infrastructure upgrades reflect our commitment to creating lasting value for all stakeholders.

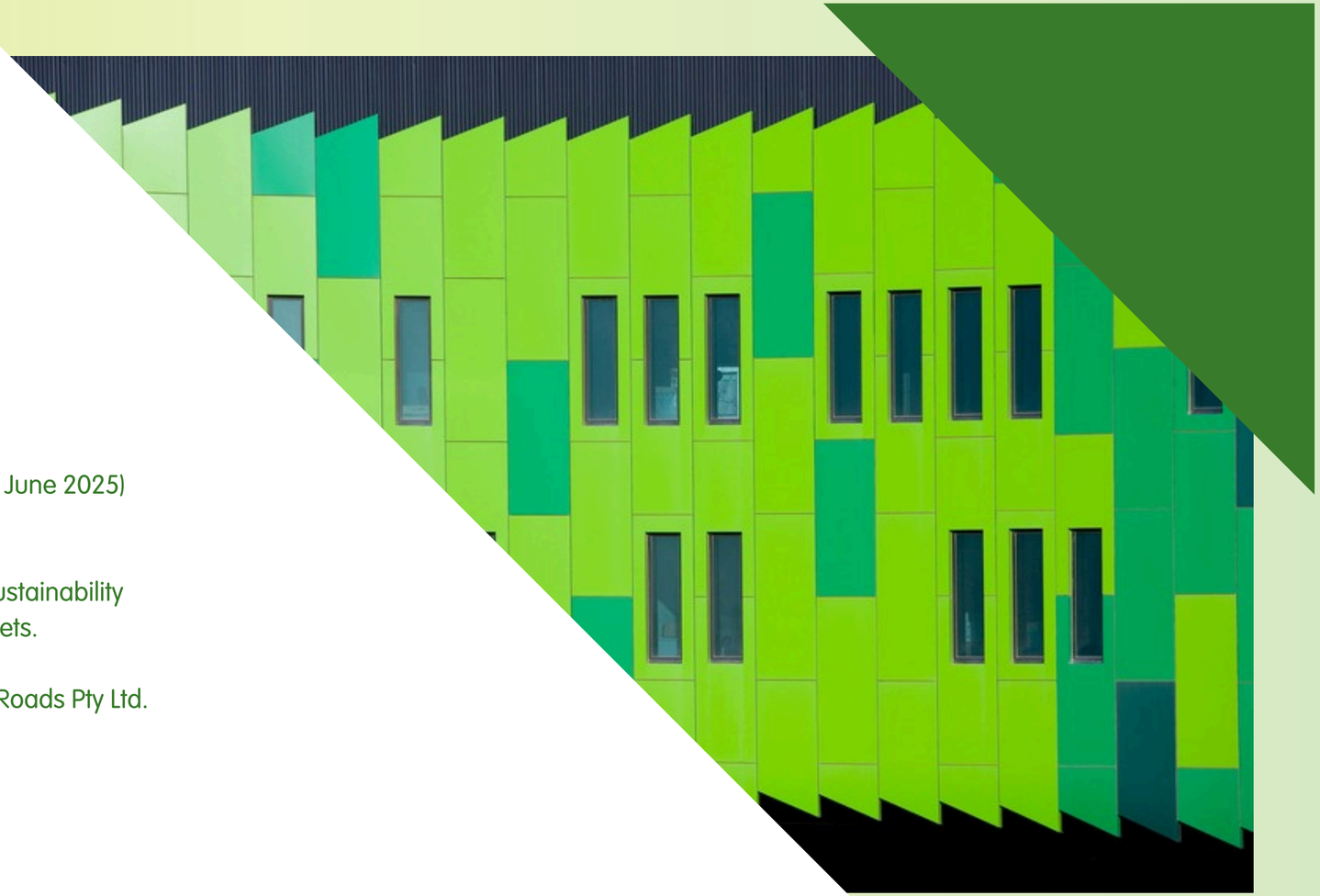
As we look ahead, ConnectEast remains dedicated to sustainability, safety, and innovation. We will continue to collaborate with our customers, employees, and partners to deliver safer, smarter, and more sustainable journeys for the benefit of our community.

About this report

This report covers the FY25 reporting period (1 July 2024 until 30 June 2025) unless specified otherwise.

The purpose of this report is to inform our stakeholders of our sustainability performance over the past year including applicable future targets.

This sustainability report is endorsed and approved by Horizon Roads Pty Ltd. ConnectEast's Board of Directors.



UN Sustainable Development Goals

We recognise the UN Sustainable Development Goals and the importance of working toward them and have identified those we are contributing to and shaded those to which we do not contribute.

EastLink will seek to address and contribute to all 17 goals where possible as we edge closer to the Sustainable Development Goals' final year in 2030.

EastLink functions which relate to certain Sustainable Development Goals are indicated in this report.

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About EastLink

Business Activities

Fast, efficient and safe road with low cost tolls.

ConnectEast Group is a privately owned group dedicated to the design, construction, operation and maintenance of the 39km EastLink tollway and the 1km un-tolled Ringwood Bypass in the eastern suburbs of Melbourne, Australia.

EastLink opened to traffic in June 2008 and is the only major north-south transport artery in Melbourne's east, connecting the Eastern, Monash, Peninsula Link and Frankston Freeways. The EastLink toll road concession agreed with the State of Victoria will continue until 2043.

EastLink's core business activities focus on ensuring our customers can use our road safely and pay tolls efficiently.

Ventia, the Alliance partner of ConnectEast for road operations and maintenance, is one of the largest essential infrastructure services providers in Australia and New Zealand, operating across more than 400 different services.

ConnectEast (owner name) and EastLink (asset and trading name), are used interchangeably.

Infrastructure Assets

Our 40km road network comprises:

- EastLink (39km tollway), connects the Eastern, Monash, Frankston and Peninsula Link freeways
- Ringwood Bypass (1km un-tolled highway), connecting EastLink to Maroondah Hwy and Mt Dandenong Rd
- Twin 1.6km tunnels
- 18 interchanges and 88 bridges
- Safety barriers & noise panels
- 26 toll points, multi-lane free-flow (MLFF) open road rolling (ORT) configuration
- 480ha landscaping with 4 million native trees & shrubs
- 35km EastLink Trail shared pathways & pedestrian bridges
- 63 wetlands
- 12 public art works
- 5km Indigenous art trail
- EastLink operations centre & customer service office
- 2 maintenance depots
- Extensive ITS and IT infrastructure

Governance Structure

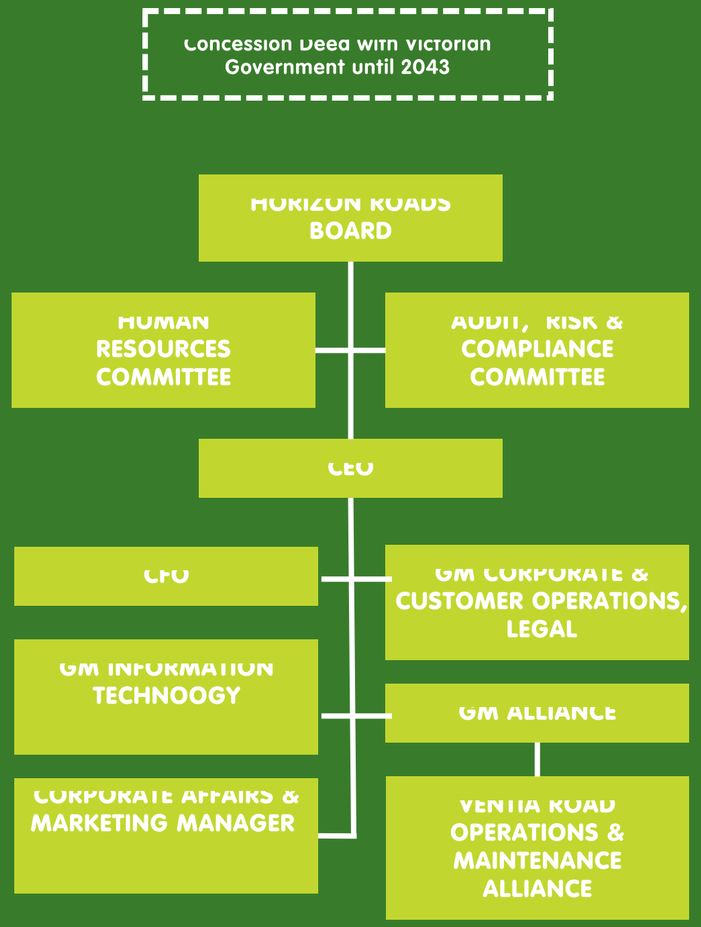
ConnectEast operates and maintains the EastLink motorway under the terms of a Concession Deed entered into with the State of Victoria.

ConnectEast is owned by Horizon Roads.

Horizon Roads is owned by a group of Australian and international superannuation funds and sovereign wealth funds. Each investor either holds the right to maintain board position/s or can nominate an observer to the board.

The Horizon Roads board has two sub committees:

- The Audit, Risk and Compliance Committee assists the board with its duties in relation to risk management, financial management and reporting, management of the external and internal audit functions.
- The Human Resources Committee assists the board with its duties in relation to executive remuneration and succession planning, human resources policies and strategies.



Corporate Strategy

2025 to 2027: This strategy sets out EastLink's direction for delivering safer, smarter and more sustainable motorway operations. It focuses on infrastructure upgrades, customer experience and environmental initiatives to enhance performance and community value.

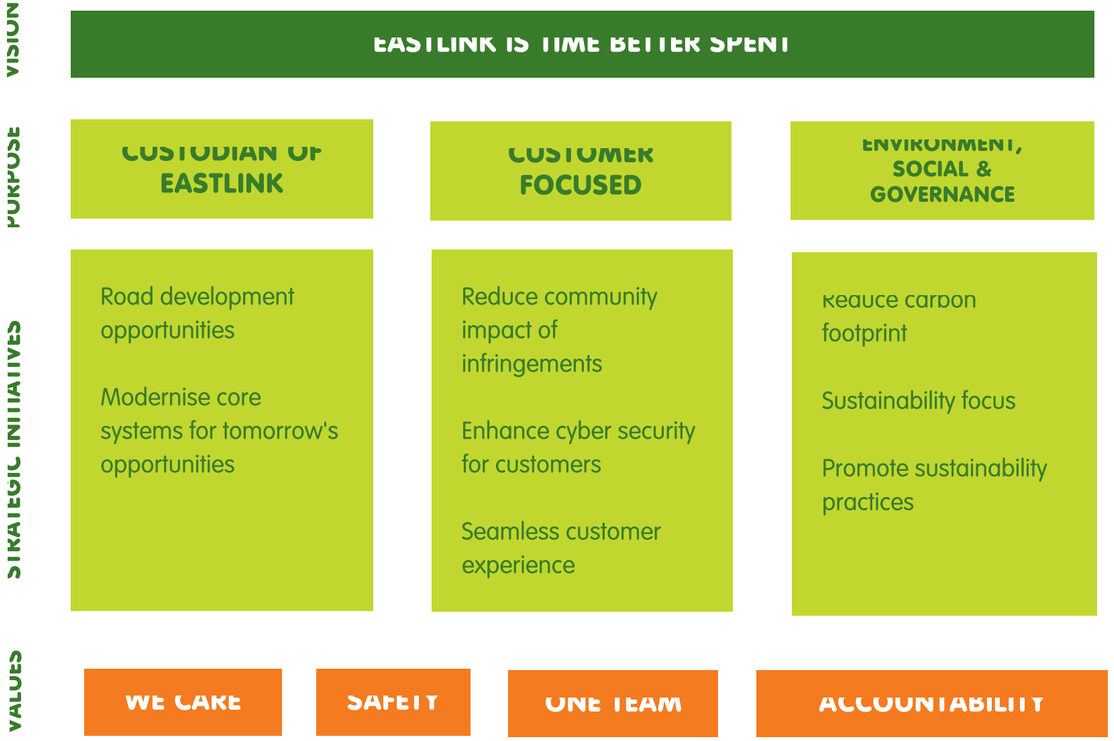
We believe environmental, social, and governance factors are critical to the long-term and sustainable stewardship of EastLink. This includes recognising the whole-of-life requirements for maintaining and enhancing the quality of our assets.

We protect and enhance the surrounding environment and actively engage as a responsible member of the communities in which we operate.

One of our four corporate values is "We Care" - about our employees, colleagues, customers, the environment and the EastLink asset.

Our three strategic purposes are "Custodian of EastLink", "Customer focused" and "Environment, Social & Governance".

Our sustainability goals and targets, together with our ESG metrics, play an essential role in monitoring the successful implementation of our corporate objectives and strategic initiatives.



Stakeholder Engagement

Our Stakeholder Engagement Program builds strong, positive relationships, ensures transparent and consistent communication, addresses stakeholder concerns, fosters trust, encourages collaboration, and supports ConnectEast's strategic objectives.

STAKEHOLDER	GOVERNMENT	COMMUNITY GROUPS
ENGAGEMENT ACTIVITIES	• Compliance • Advocacy • Vehicle owner lookups • Infringements • Collaboration on projects • Requests from politician MPs	• EastLink boundary issues • Habitat conservation and enhancement projects • Animal welfare incidents • Community investment program • Aboriginal cultural heritage projects • Hardship case management

STAKEHOLDER	EMPLOYEES & CONTRACTORS	INTEROPERABILITY STAKEHOLDERS (FTOS)
ENGAGEMENT ACTIVITIES	• Safety and wellbeing programs • Professional development • Engagement surveys • Rewards and recognition program	• Interoperability operations • Interoperability planning & change management • Interoperability strategy

STAKEHOLDER	CUSTOMERS	INCIDENT & EMERGENCY SERVICES
ENGAGEMENT ACTIVITIES	• General information • Customer notifications • Service delivery • Hardship assistance • Feedback • Unresolved complaints • Customer satisfaction surveys	• Joint training exercises • Incident planning committee • Familiarisation tours • Real-time incident communications • Incident debriefs

STAKEHOLDER	MEDIA	INVESTORS
ENGAGEMENT ACTIVITIES	• Proactive media relations • Media requests • Traffic incident reports • Crisis communications	• Transparent reporting • Robust risk management • Strong investor relations

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Sustainability Strategy

Value Creation & Impacts

EastLink's strategic vision is 'Time Better Spent'. We manage and operate our assets in a way which provides the best value to our stakeholders.

As custodian of the EastLink tollway until 2043, we recognise our obligation to ensure that the substantial built infrastructure and natural assets under our care provide the highest social, environmental and economic value and service to our stakeholders.

In order to do this, we need to protect the key economic, social and environmental resources on which we rely, and be able to identify and manage the potential risks and benefits of our business activities to people and the environment.

WE RELY ON

- Safe & healthy people
- Connected and resilient infrastructure
- Healthy land and natural resources
- Strong economy & supply chain
- Secure technology & data

BUSINESS ACTIVITIES

- TOLLING & SALES
- CUSTOMER SERVICE
- ROAD OPERATIONS
- ASSET MANAGEMENT
- CORPORATE ADMINISTRATION & GOVERNANCE

WE CREATE VALUE FOR AND IMPACT

- Road users customers employees
- Investors government industry
- Communities neighbours
- Air & waterways land & biodiversity
- Climate resilience

Risks & Benefits

Understanding both our positive benefits and potential risks underpins the development of our strategic goals and how we monitor the success of our sustainability initiatives.

BENEFITS

Customer Satisfaction

Low cost tolls, high performing customer service, excellent average driving speeds, high quality road and technology assets, integrated road network

Community Connectivity

Community investment program for sponsorships, EastLink trail shared use pathway, artwork assets, graffiti removal

Asset Resilience

Continual investment in high quality road, tolling and technology assets, contributing to protection of State critical infrastructure and reduced climate risk exposure

Ethical Management

Policies governing sustainable procurement, tax & financial compliance, anti-fraud, bribery, corruption, modern slavery

Employee Value

Policies and programs governing employee & contractor wellbeing, learning & development, DE&I, remuneration & bargaining, flexibility and grievance resolution

Economic Value

Low cost tolls, while providing optimised value for investors and stakeholders

Biodiversity & Habitat

Extensive urban landscape corridor contributing to the protection of local biodiversity & habitat connection

RISKS

Information Security

Risks of potential breaches of personally identifiable information

Climate Change

Financial costs of physical climate risks and infrastructure adaptation

Energy & Emisisons

Use of fuel and energy by EastLink infrastructure, buildings and fleet releasing greenhouse emissions

Waste

Management and treatment of materials and contaminated waste from EastLink road sweeping, operations & maintenance activities and office use

Air & Water Quality

Potential release of air pollutants from tunnel emission vents or untreated road water run off due to failure of tunnel ventilation or water treatment systems

Health & Safety

Potential risks to road users or the community from driving and operations on EastLink roads,
potential risks to employees or contractors while undertaking work

Customer Hardship

Toll pricing and infringements due to un-paid tolls potentially impacting customers experiencing hardship

Social Environment Governance Economic

Materiality Assessment & Risk Management

EastLink identifies, assesses and manages its actual and potential sustainability impacts in line with its Risk Management Framework.

ConnectEast has determined its material topics with reference to the updated Global Reporting Initiative (GRI) 3 definition: "Material topics are those that represent the organisation's most significant impacts on the economy, environment and people, including impacts on human rights " (GRI 3: Material Topics 2021).

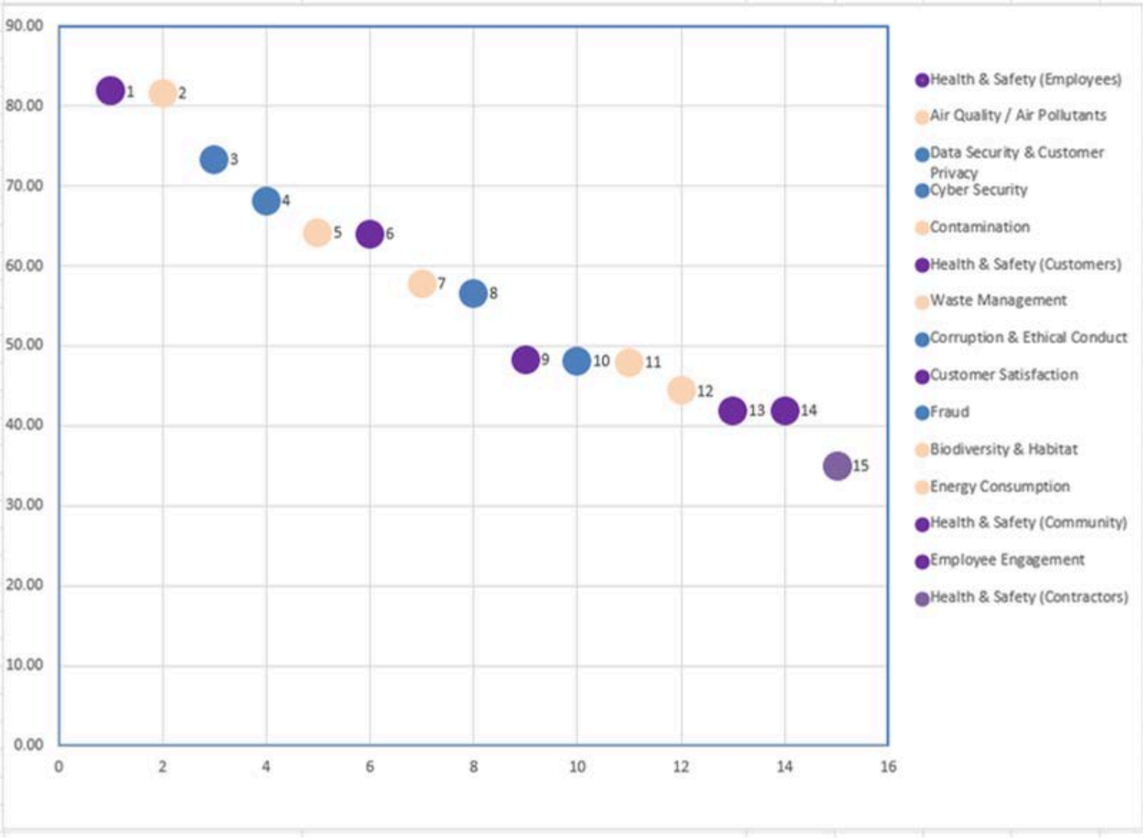
ConnectEast undertakes a formal materiality assessment survey with internal and external stakeholders on a three yearly basis. The last formal survey was undertaken in FY25 with the next one scheduled for FY28. The survey seeks input from key stakeholders including employees, customers, board directors, suppliers and government agencies. The resulting top 15 issues of importance to our stakeholders are depicted in the following chart.

ConnectEast also identifies its significant impacts on the economy, environment and people in line with its internal risk management processes. Risk management is governed by a risk management policy and procedure with corporate risks reported to the Board's Audit and Risk Compliance Committee. Risks are assessed using a likelihood versus consequence matrix in accordance with ISO 31000:2018.

When determining material topics for reporting, ConnectEast undertook a validation exercise, taking into account the results of the FY25 materiality assessment, together with its internal corporate risks and verified the material topics with the Senior Management Committee during the approval process for the annual Sustainability Report.

Top 15 material topics in the FY25 materiality assessment survey.

The Y-axis is the relative level of importance to stakeholders of each material issue as a percentage.
The X-axis shows the topic.



Sustainability Goals

EastLink's Sustainability Goals for FY26 prioritise improvement initiatives linked to material impacts and the protection of key resources.

	TOPIC	ASPIRATION	FY26 INITIATIVES
Safe & Healthy People	Road Users & Community Employees & Contractors	Zero harm to road users, neighbouring communities, employees and contractors from EastLink operations	• Safety risk minimisation studies with OHS Committee and cross functional teams
Healthy Land & Natural Resources	Climate Change Biodiversity & Habitat	Align with the Victorian Government Net Zero carbon emissions target Enhance ecosystem services and ecological connectivity along the EastLink corridor with the planting of approximately 550,000 new shrubs and trees by 2030	• Carbon reduction initiatives • Prepare for mandatory climate related financial disclosures in Australia • Finalise landscape and ecology strategies including identification of partnership opportunities
Connected & Resilient Infrastructure	Asset Resilience Information Security	Maximise asset performance whilst reducing capital intensity Reduce the risk of personal information privacy breaches	• Implementation phase of operations management and control system upgrade • Design phase of roadside tolling systems upgrade
Finances & Supply Chain	Sustainable Procurement	Encourage and influence sustainable practices throughout our supply chain and business relationships	• Sustainable Procurement Policy implementation

Key ESG Metrics & Targets

EastLink's ESG metrics & targets feed into monitoring the successful implementation of corporate objectives and strategic initiatives.
See the data table appendices for a full list of ESG metrics and targets.

See Appendices for complete FY25 data.

	TOPIC	METRIC	2025 Targets	Progress
SOCIAL	Road User & Community Safety	• Health & safety: Users • Health & safety: Community	• Zero fatalities • Respond to 90% of incident response events in a traffic lane within 10 minutes (in an emergency stopping lane or shoulder within 15minutes, and other within 25 minutes)	✓ Zero fatalities ✓ Achieved target 90% of incident response targets
	Customers	• Customer satisfaction • Customer hardship	• Complete annual customer survey • Average time to resolve EastLink Customer Advocate cases is no more than 4 days	✓ Completed annual customer survey ✓ Achieved target to resolve customer advocate cases is no more than 4 days
	Employees	• Health and safety: employees and contractors • Employee wellbeing (L&D, flexibility) • Diversity, Equity & Inclusion	• No more than 1 Lost Time or Medically Treated Injury for each of ConnectEast or Ventia employees/contractors. • Zero fatalities • Zero substantiated reports of discrimination and/or harassment	✓ Zero Lost Time or Medically Treated Injury for each of ConnectEast or Ventia employees/contractors. ✓ Zero fatalities ✓ Zero substantiated reports of discrimination and/or harassment
	Community	• Community development	• Finalise & implement sponsorship agreements	✓ Finalised and implemented $205,000 (ex GST) in community sponsorship agreements

Key ESG Metrics & Targets

EastLink's ESG metrics & targets feed into monitoring the successful implementation of corporate objectives and strategic initiatives.
See the data table appendices for a full list of ESG metrics and targets.

See Appendices for complete FY25 data.

	TOPIC	METRIC	2025 Targets	Progress
ENVIRONMENT	Climate Change	• Climate risk & adaptation • Energy & GHG emissions • Waste & recycling	• Zero increase in fuel and energy procured • Zero increase in total Scope 1 & Scope 2 emissions • Greater than 50% of waste diverted from landfill	✗ Slight increase in electricity procured compared to FY24 ✓ Diesel, petrol, and natural gas usage have decreased and are below target ✓ Total emissions have decreased on FY24 and have met targets ✓ Exceeded waste diversion target, with 72% of generated waste diverted from landfill
	Air & Water Quality	• Air pollution • Water Usage	• Zero breaches of EPA licence conditions for tunnel air ventilation emissions • Reduction in potable water use	✓ Zero breaches of EPA licence conditions for tunnel air ventilation emissions ✓ Decrease in potable water use on FY24
	Land and Biodiversity	• Biodiversity and habitat	• Deliver landscape strategy	✓ 22.6 ha of habitat enhanced through weeding, planting and mulching, an increase of 3.4 ha on area enhanced in FY24
GOVERNANCE	Asset Resilience	• Asset failure	• Achieve 90% of level 3 asset condition rating	✓ Exceeded 90% of level 3 asset condition rating
	Ethical Business Management	• Information privacy • Sustainable procurement • Tax & financial compliance • Fraud, bribery & corruption • Modern slavery	• Zero incidents of breaches of customer privacy or loss of personal data • Zero incidents of unethical behaviour (including fraud, bribery, corruption or modern slavery)	✓ Zero incidents of breaches of customer privacy or loss of personal data ✓ Zero incidents of unethical behaviour (including fraud, bribery, corruption or modern slavery)

EastLink
Time better spent.

ESG Performance
Social

Road Safety

Ensuring safety on EastLink to all who use it is paramount in everything we do

We operate our own 24/7 traffic control room, which is dedicated to EastLink, with two EastLink incident response vehicles on duty. A range of intelligent transport systems (ITS) monitor traffic and help with incident management.

The principal measure we use to benchmark our safety performance relative to other roads is the casualty crash rate, which is the number of motor vehicle accidents resulting in transportation to hospital per 100 million vehicle kilometres travelled.

The casualty crash rate for EastLink was slightly higher in FY25 compared to FY24.

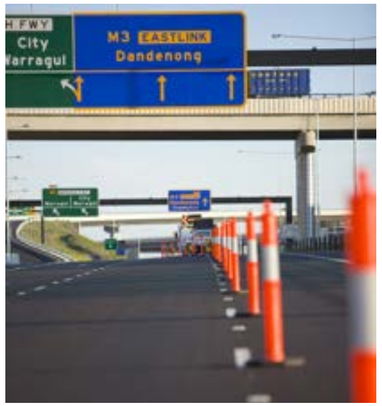
However, the casualty crash rate for EastLink in FY25 (2.80 per 100 million vehicle km) was significantly lower than the rate reported by the other operator of private tollways in Australia for FY25 (4.16 per 100 million vehicle km as reported by that operator).

There was an increase in motor vehicle accidents (MVAs) on EastLink in FY25 compared to FY24.

KEY STATISTICS

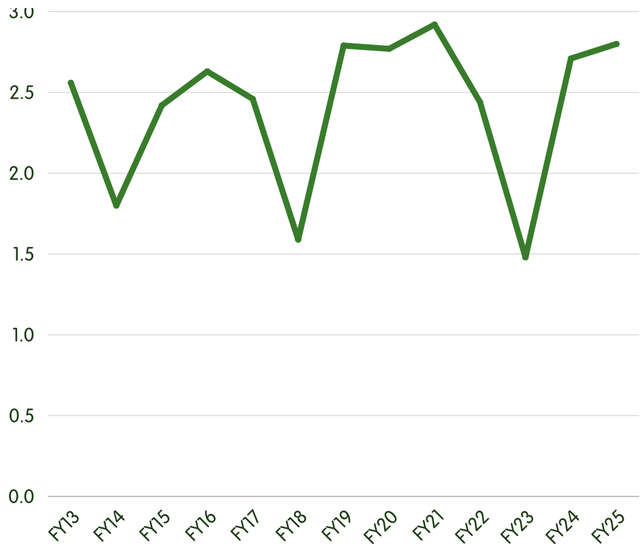
Number of Motor Vehicle Accidents (MVA) in FY25 **296**

Fatalities in crashes **0**

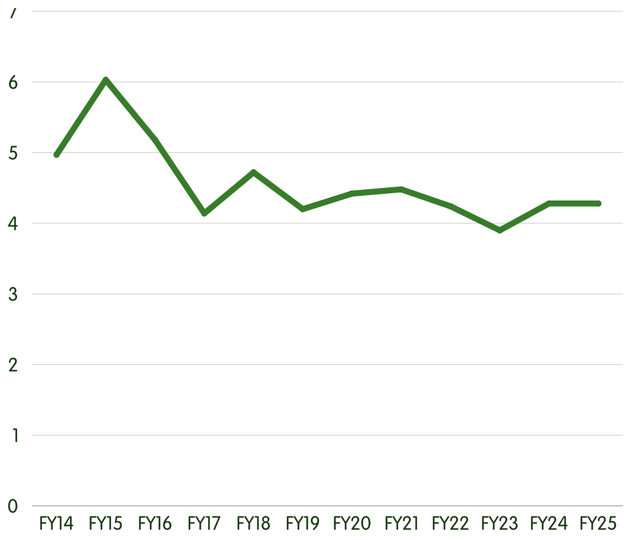


The average time for EastLink incident response teams to respond and attend at MVAs in a running lane was lower in FY25 compared to FY24.

Casualty Crash Rate (per 100 million vehicle km)



Average time to respond and attend at MVA's (minutes)



National Safety Awards of Excellence

The National Safety Awards of Excellence, known for honouring organisations that exhibit outstanding dedication to workplace safety, serve as a benchmark for excellence in industry. Winning this award is a testament to EastLink's ongoing efforts to prioritise the well-being of its employees, contractors, customers and other stakeholders.

EastLink won the award for our project to relocate the motorist emergency telephones and fire emergency telephones from the walls of the EastLink tunnels into the cross passages between the tunnels.

This was done to significantly improve the safety of motorists and emergency service personnel while using the emergency telephones, by relocating them well away from vehicles, traffic and incidents.

The cross passages are also much quieter than the tunnels, as the tunnels have noisy jet fans for ventilation and other noise sources such as traffic and PA announcement. This makes the cross passages more suitable for phone calls, improving the ability for motorists and emergency service personnel hearing or being heard while using the phones.

EastLink Operations Maintenance Control System Project

EastLink's new Operations Maintenance Control System went live on Saturday 9th November 2024.

The EastLink OMCS project has successfully delivered a modern, integrated Operations Management and Control System, transforming how EastLink manages traffic, safety, and incident response. The new system enables real-time monitoring and advanced analytics, allowing for quicker detection and resolution of incidents, smoother traffic flow, and more efficient coordination between control room staff and field teams. The project contributes to reduced congestion and improved overall travel experience for motorists.

The upgraded OMCS is realising significant benefits. The system's future-ready design also positions EastLink to accommodate emerging technologies such as electric and connected vehicles, further supporting the transition to a low-carbon transport network. These improvements align with EastLink's broader commitment to environmental stewardship, operational efficiency, and delivering safer, more sustainable journeys for the community.

Emergency services training

EastLink provides access to VICSES to conduct High Angle Rescue training at the Western Ventilation Structure. This four-day training program provides participants with hands-on training in vertical rescue techniques for both industrial and wilderness environments. The final day of the metropolitan courses are held at EastLink, which is an ideal location for industrial scenario training. The site's ladders, stairs, and platforms closely replicate real-world conditions crews will encounter during emergency responses, making it an invaluable and realistic training environment.

The course, attended by 12 students and supported by six highly experienced instructors, prioritises safety through a high instructor-to-student ratio. By hosting this training, EastLink is supporting the development of critical rescue skills for local emergency services, enhancing community safety and resilience. The partnership also demonstrates EastLink's commitment to social sustainability by providing access to purpose-built infrastructure for essential emergency training, and by fostering collaboration between VICSES, CFA and the broader community.

Traffic Control Incident Response

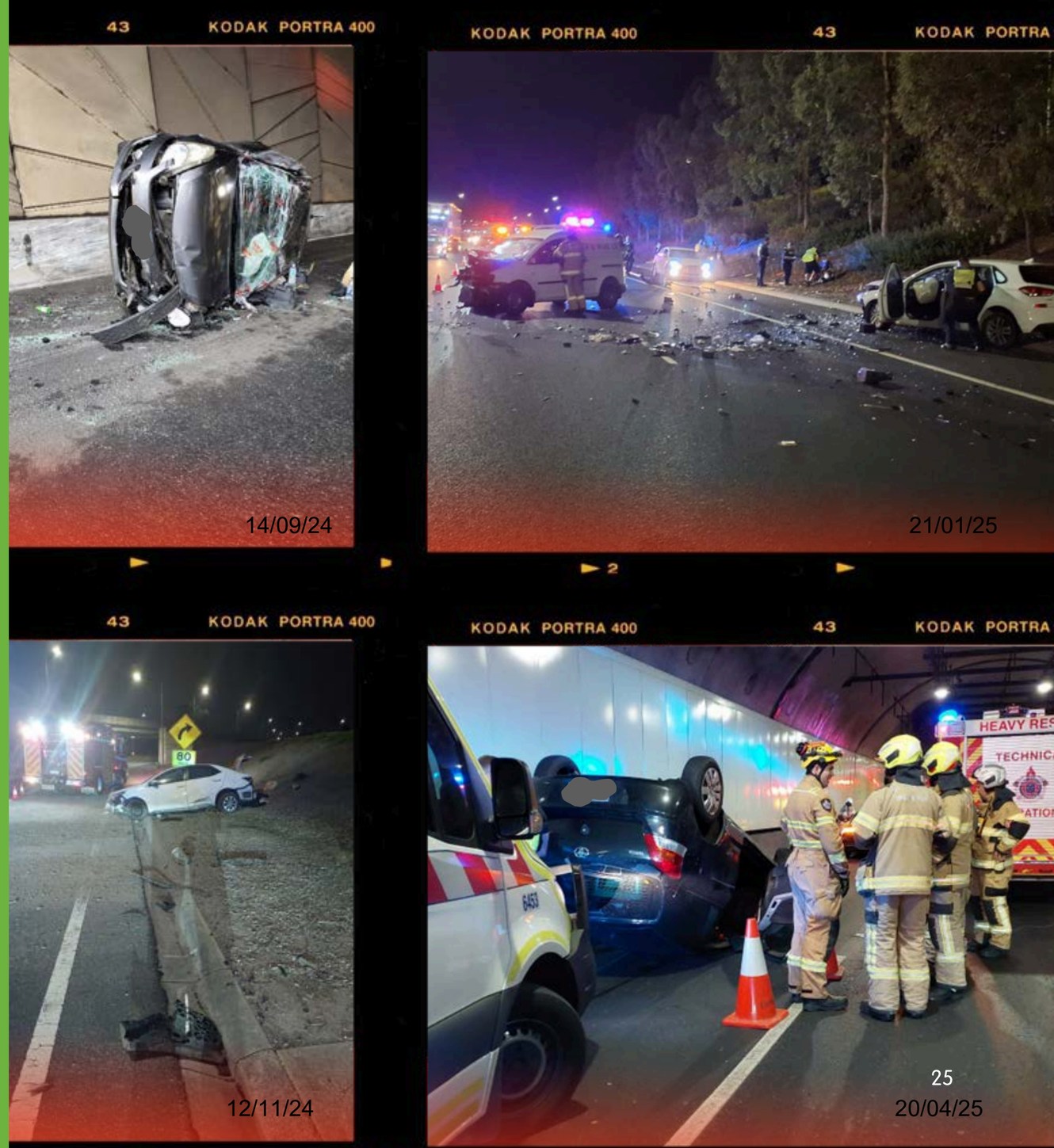
The following provides a small sample of the types of incident that EastLink responds to on a routine basis.

14 September 2024:
The Traffic Control Room was made aware of a roll over inbound on Ringwood Bypass Ramp T, towards the Melba Tunnel. The driver of the vehicle had lost control and rolled the vehicle.

12 November 2024:
The Traffic Control room was alerted to a two-car collision inbound at the Monash Interchange. Incident response arrived on scene quickly with Police and Fire rescue arriving shortly afterwards.

21 January 2025:
Actively monitoring CCTV, the Traffic Control Room saw that a multiple vehicle motor vehicle accident occurred inbound at Princes Hwy. Police, Ambulance and Fire Rescue Victoria attended along with both Incident Response Units.

20 April 2025:
Through the Automated Video Incident Detection System, Traffic Control Room Operators were alerted to a vehicle that was travelling at excessive speed that had flipped over inbound in the Melba tunnel.. Incident response was dispatched to assist and arrived on scene first. Police, Ambulance and Fire Rescue Victoria also attended



Customers

EastLink is committed to delivering high standards of customer service.

KEY STATISTICS

Customers rated the EastLink contact centre as "excellent" or "above average". **82%**

Account holders said they achieved what they wanted during their first contact with a customer service operator. **84%**

Customer Satisfaction

Our tenth annual customer satisfaction survey was conducted in FY25.

EastLink's Adjusted Net Promoter Score* for EastLink account holders (+45%) has returned to the +45% to +46% band that was recorded between 2020 and 2023 following FY24's dip (+43%).

Overall satisfaction with EastLink (8.31 out of ten) has increased from the FY24 result (8.26).

The survey continues to indicate that EastLink has significantly higher levels of satisfaction compared to other toll roads and freeways in Melbourne's east.

Customer Grievances

The EastLink Customer Advocate's role is to review disputes from EastLink customers, where the customer is not satisfied with the outcome of EastLink's complaint resolution process.

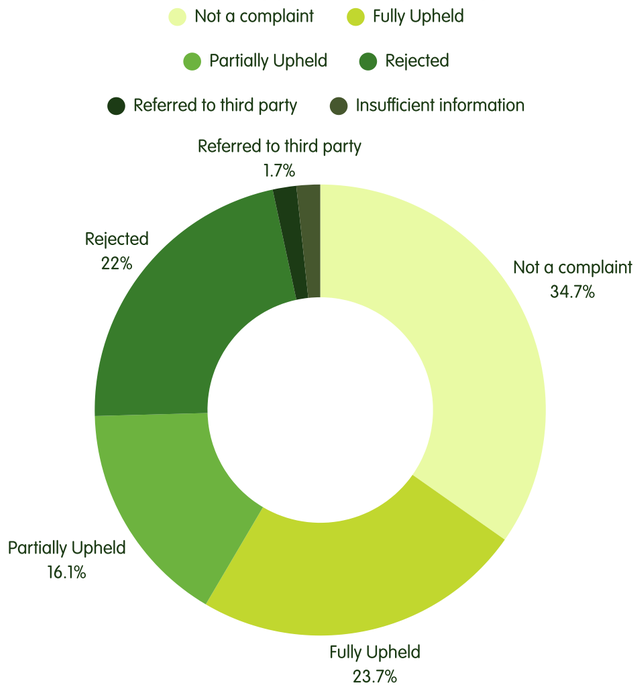
The core objective of the EastLink Customer Advocate is to make responses and findings that are thorough and fair.

The EastLink Customer Advocate received 118 cases in FY25.

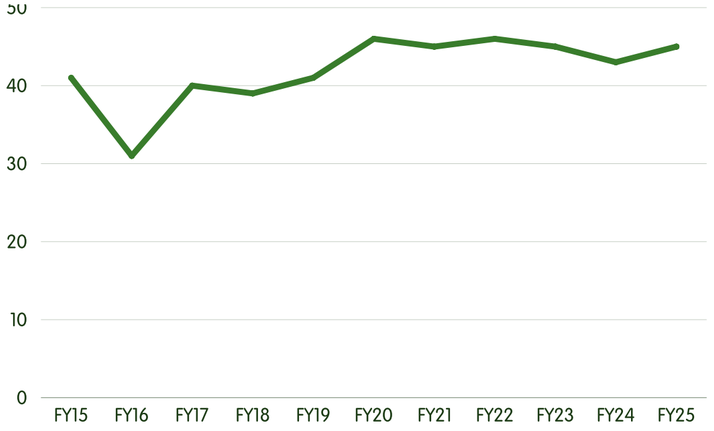
The average time to resolve each case was just 2.6 calendar days, which is midway between the average times for the previous two years (2.9 calendar days in FY23 and 2.2 calendar days in FY24).

During the year, the EastLink Customer Advocate provided quarterly reports to the Horizon Roads Group board, and also published quarterly reports on the EastLink website.

Customer grievance cases referred to the EastLink Customer Advocate



EastLink Adjusted Net Promoter Score (%)



* Calculated from the % of promoters minus the % of detractors in response to the question of whether the customer would recommend EastLink to others. A score of 8-10 out of ten is a promoter and 0-6 is a detractor.

Customers

EastLink is committed to delivering high standards of customer service.

KEY STATISTICS

Number of payment plans compared to FY24 **12%**

Number of infringements compared to FY24 **48%**

Customer Hardship

We expect customers to limit their use of EastLink so that it remains within their ability to pay. However we recognise that people can experience real financial hardship and may need additional assistance and flexibility.

Our Hardship Policy ensures that regardless of circumstances, customers will be treated with understanding, dignity and respect.

We assess each application for financial hardship assistance on the customer's individual financial circumstances . Options that we may provide to customers under the Hardship Policy include:

- Extension of payment terms
- A payment plan
- Reduction or waiver of the debt
- Commitment to refrain from debt collection activities over an agreed timeframe
- A request to Victoria Police / Fines Victoria for withdrawal of EastLink tollway fine/s.

4,745 payment plans were created during FY25 (an increase of 12% compared with the previous year). The average value of a payment plan increased from $251 in the previous year to $311.

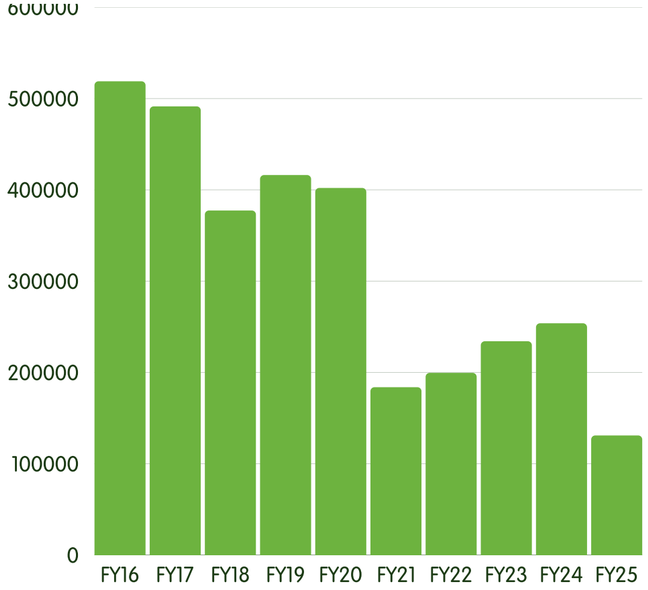
Tolling infringements

Motorists who do not have a valid account and fail to purchase an EastLink trip pass by three days after travel are sent an EastLink toll invoice, followed by an EastLink overdue notice.

Infringements may be issued by Victoria Police / Fines Victoria at their discretion for travel that remains unpaid after the above communications.

130,970 infringements were issued for unpaid travel on EastLink during FY25 representing a decrease of 48% compared with the previous year.

Number of EastLink infringement penalty notices



Community

EastLink's community investment program has sponsored many arts & culture, sport & leisure, and community events.

Community Engagement

EastLink news is communicated by on-road signage, email bulletins, website alerts and news stories, letter box drops and social media.

- 72 email bulletins were sent during FY25 (totalling approximately 17.1 million emails sent) with information about tunnel and road closures for maintenance and resurfacing, website closures, customer surveys and community sponsorships.
- Alerts were published on the EastLink website for all tunnel and road closures, as well as website closures.
- 53 news stories were published on the EastLink website during FY25.
- One letter box drop was provided to approximately 200 local residents to warn about potentially noisy night works.
- 10,012 responses to EastLink's customer satisfaction survey.
- 5,754 responses to EastLink's self-driving & electric car survey.

When undertaking community sponsorships, EastLink provides valuable promotional support in addition to sponsorship funding. This includes roadside signs, website news stories, and emails to customers.

Community

EastLink's community investment program has sponsored many arts & culture, sport & leisure, and community events.

Community Sponsorships

- Frankston Arts Centre (throughout FY25)
- Knox Basketball (throughout FY25)
- Frankston BMX Club (throughout FY25)
- Maroondah Festival (10 November 2024)
- Whitehorse Spring Festival (17 November 2024)
- Frankston's Festival of Lights (30 November 2024)
- Monash Carols by Candlelight (8 December 2024)
- The Waterfront Festival (7-8 February 2025)
- Carrum Coastguard Funrun (16 February 2025)
- Stellar Short Film Festival (1 March 2025)
- Frankston Street Art Festival (17-23 March 2025)
- Whitehorse Culture Fest (30 March 2025)
- Koorie Academy basketball & cultural clinic (30 March 2025)
- The Ringwood Gift athletics meeting (5 April 2025)
- Shine a Light on Road Safety walk (4 May 2025)
- South Side Festival (9-18 May 2025)

Employees

The safety of our customers, staff and contractors is of primary importance to EastLink.

KEY STATISTICS

Number of Lost Time Injuries	0
Number of Medically Treated Injuries	0
Number of Workplace Fatalities	0

Employee safety

EastLink takes a proactive approach to workplace safety, and we implemented a number of safety improvements in FY25.
New safe work procedures have been implemented, which have improved the safety of our workforce who work in an active, high speed traffic environment. For example, an improved spill response safe work procedure was developed.

Our workplace safety goals are always:

- Zero Lost Time Injury (LTI)
- Zero Medically Treated Injury (MTI)
- Zero Fatality.

During FY25 there were no LTIs recorded and no MTIs for ConnectEast employees, and no LTIs or MTIs recorded for Ventia employees or contractors. Most importantly, there were no fatalities recorded by employees, contractors, or motorists.

All injuries and close calls are investigated to identify and implement any changes that would improve safety.

In addition to Fire Wardens and First Aiders, EastLink has 14 personnel trained as Mental Health First Aiders, all located at the EastLink Operations Centre. EastLink also offers an employee assistance program that provides employees with free access to trauma support and professional counselling and advice.

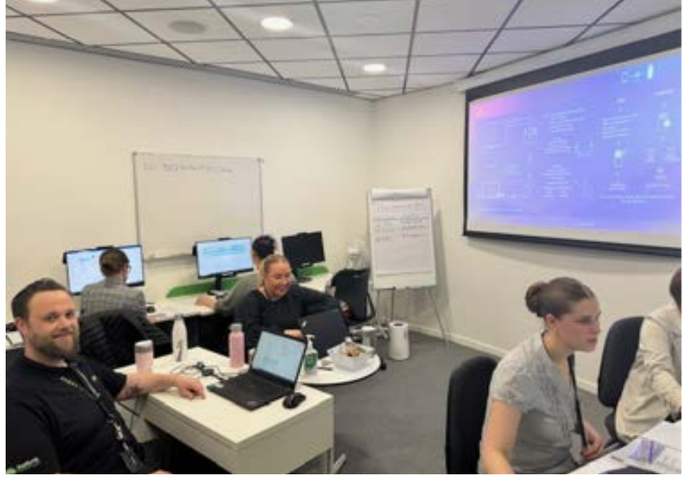
Health and wellbeing

Employee health and wellbeing is more than an employee benefit. Progressive organisations who value their employees provide a range of activities and services that genuinely care for and support their workers.

Our Employee Health and Wellbeing program provides a range of personal health, financial health and well-being activities that support employees. These activities engage employees within the workplace and provide a positive return on investment as evidenced by our organisation's low levels of attrition rates, personal (sick) leave statistics and workers compensation claims. Management views these as important factors that contribute to making a successful organisation.

Our Employee Health and Wellbeing program includes:

- Skin checks
- Flu vaccinations
- Health appraisals
- Walking challenges
- Corporate discount for gym membership
- Corporate group gym classes (partially subsidised)
- Employee assistance program for counselling and advice (includes assistance for family members).
- Complimentary tickets to events sponsored by EastLink
- Superannuation workshops



Employees

The safety of our customers, staff and contractors is of primary importance to EastLink.

KEY STATISTICS

Substantiated reports of discrimination and/or harassment	**0**
% of new hires in FY25 who are women	**58%**
Total training attendances in FY25	**2,218**

Diversity, equity & inclusion

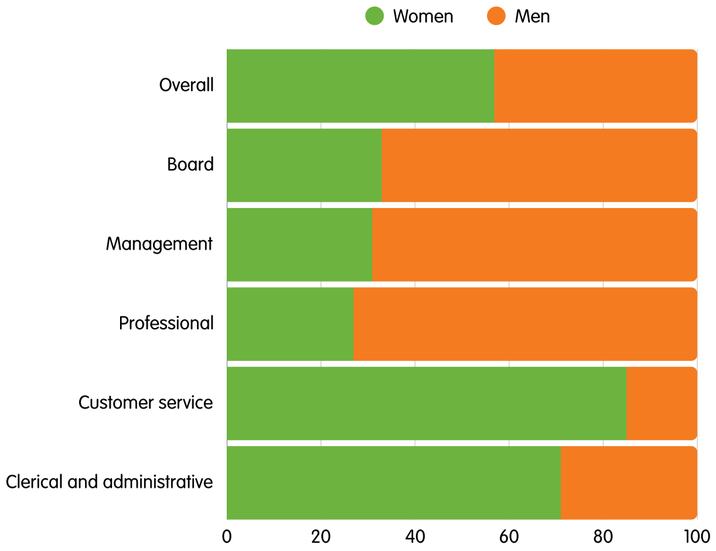
EastLink recognises that maintaining a diverse workforce is critical to our organisational capability. Diversity includes origin, age, gender, race, cultural heritage, lifestyle, education, physical ability, appearance, language and other factors.

We are committed to employing the best people and recognise the importance of reflecting the diversity of our customers and markets in our workforce. Above all, we are committed to ensuring that all employees are treated fairly and with respect and dignity. Supporting diversity at EastLink is a responsibility vested in everyone within our workplaces.

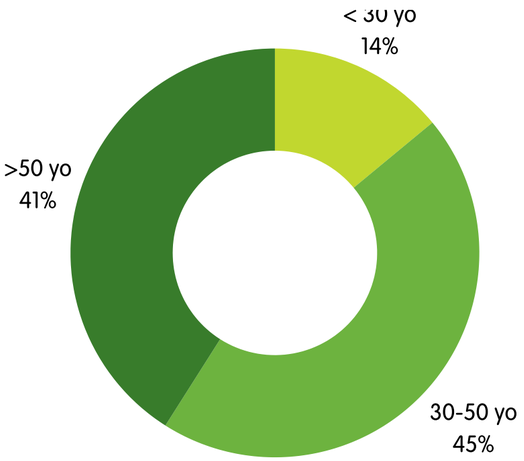
Equal employment opportunity exists throughout the term of the employment relationship and includes recruitment, selection, promotion, transfers, training and professional development. The recruitment and selection of all employees and their promotion through the organisation is based upon the principle of merit.

During FY25 EastLink submitted an annual report to the Australian Workplace Gender Equality Agency (WGEA) and EastLink was confirmed to be compliant. This report was also provided to the EastLink Board.

ConnectEast workforce % (full time, part time and casual)



ConnectEast employee age profile



Government & Industry

EastLink regularly communicates with government and industry bodies to ensure safe and efficient operations.

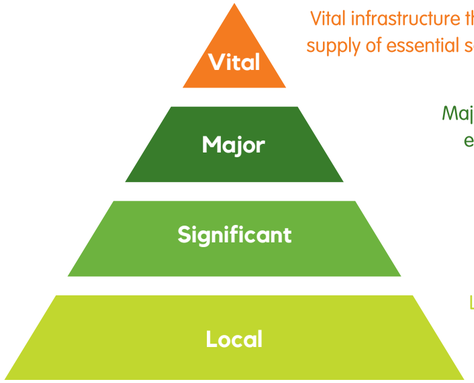
EastLink actively communicates to government and industry bodies on progress and issues on EastLink's operations. Forming part of this is EastLink's monthly operations report to the Department of Transport and Planning which provides the department with full disclosure across our road operations.

Defined as vital critical infrastructure in Victoria, EastLink sits within the State's critical infrastructure register and resilience network which works to ensure its operation for the economic and social well-being of Victorians. EastLink is required under Part 7a of the Emergency Management Act 2013 to annually "develop, conduct and evaluate an emergency exercise to test the planning, preparedness, mitigation, prevention, response or recovery capability in respect of an emergency."

An additional exercise required under the Concession Deed is planned and developed by the Incident Planning Committee (IPC). This includes stakeholders from Victoria Police, the Department of Transport and Planning, Fire Rescue Victoria, Ambulance Victoria, and local councils.

These exercises are undertaken annually, and EastLink successfully conducted them for FY25.

VICTORIAN CRITICAL INFRASTRUCTURE MODEL



Vital infrastructure that is of State significance and is critical to the continuity of supply of essential services to the State and to the overall economic and social well-being of Victorians

Major infrastructure that is critical to the continuity of supply of essential services to more than one region, or to the overall economic and social well-being of those regions

Significant infrastructure that is critical to the continuity of supply of essential services to a region or to the overall economic and social well-being of that region

Local infrastructure that is critical to the continuity of supply of essential services to a community or to the overall economic and social well-being of that community

The IPC meets every six months and reviews all major incidents on EastLink as well as reviewing incident and emergency response performance and governance.

In FY25, exercise 'VERITAS' was successfully completed, providing an opportunity for EastLink to assess and respond to the strategic risks generated by a Corporate Scandal generated through the use of Artificial Intelligence. This was a discussion exercise designed with a balance between a facilitated discussion and practical tasks for the CMT to complete.

Through this exercise, EastLink demonstrates its compliance with the legislative framework and provided an opportunity to examine, test and identify areas for improvement at both a strategic and operational level in response to management of multiple significant emergency incidents caused by road disruption.

EastLink
Time better spent.

ESG Performance
Environmental

Climate Risk & GHG Emissions

Assessing and mitigating climate risk is a key strategic initiative for EastLink to align with the Victorian Government's Climate Change Strategy.

A changing climate poses physical and transitional risks to all of EastLink's functions. This includes effects on employee and customer health, integrity of road surfaces, increased fire and flood risk, and many more. Anticipated changes to policy in response to climate change will add further complexities to standard operations and maintenance but will also provide opportunity to operate as sustainably as practicable.

EastLink maintains a climate risk and opportunity process, aligned with principles from the IFRS S1 and S2 and data from multiple sources include the CSIRO and the IPCC. This provides a method to identify and address key risks and opportunities to enable safe and sustainable road operations into the future. It also ensures EastLink will comply with upcoming mandatory climate-related financial disclosure requirements and associated standards.

In FY25, the climate risk register was internally reviewed over a series of workshops undertaken with commercial, legal and operations teams and associated changes were incorporated into the register EastLink will continue to review climate risk on an annual basis.

What climate risks may impact EastLink?

- Increased high temperatures, heatwaves and bushfire weather days
- Increased heavy precipitation events and thunderstorms
- Changes in state, national and international legislation to mitigate climate risks

Solar panel installation at Ferntree Gully Depot

A 20 kilowatt solar array was installed onto the roof of EastLink's Ferntree Gully Depot which is the primary operations and maintenance hub for EastLink. The 44 solar panels provide clean, renewable electricity for various uses such as charging of tools and forklifts, as well as for HVAC of the offices. In FY2025 the solar panels generated 21.63MWh of renewable electricity. EastLink will continue to seek out further carbon reduction initiatives over the coming years.

Climate Risk & GHG Emissions

Assessing and mitigating climate risk is a key strategic initiative for EastLink to align with the Victorian Government's Climate Change Strategy.

EastLink's total scope 1 and scope 2 emissions have fallen year on year since FY15 and are now less than one quarter of what they were in the baseline year (FY10). This has been driven primarily by significant reductions in electricity usage, which EastLink uses to operate the tunnel air extraction system, road lighting, tolling, and office and depot buildings.

Scope 2 emissions (electricity, location-based) reduced slightly from FY24, assisted by Victoria's increase in renewable energy sources.

Scope 1 emissions also decreased from FY24 as a result of EastLink's upgraded HVAC system, which has significantly reduced natural gas usage for office heating (see image in top right). Emissions from diesel and petrol use have remained consistent from FY24.

With changes to Australia's climate-related reporting requirements for businesses through AASB, EastLink is preparing a procedure to report on and monitor scope 3 emissions guided by the GHG Protocol and IFRS S1 and S2.

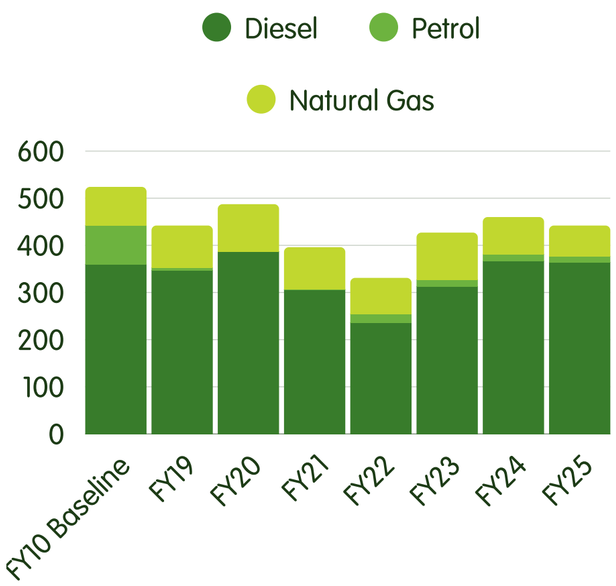
KEY STATISTICS

See Appendices - ESG Data Tables for more information

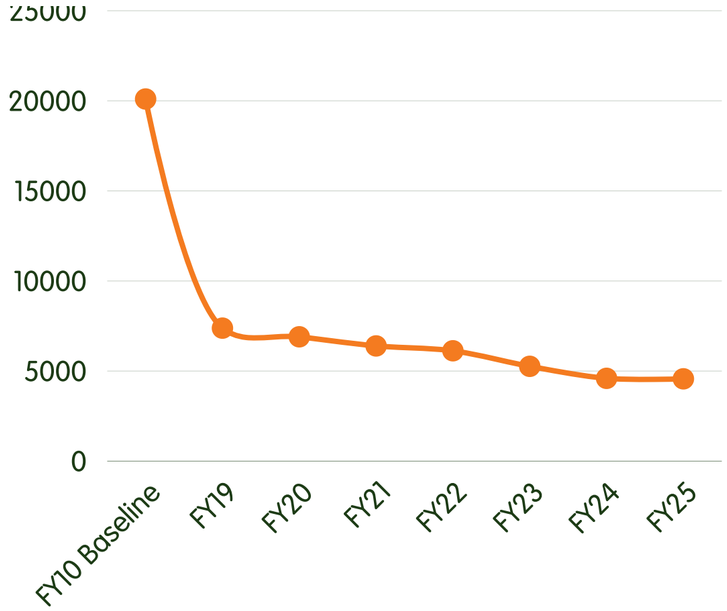
Scope 2 emissions (change from FY10) **78%**

Natural gas emissions (change from FY10) **21%**

Scope 1 Emissions per year by source (tonnes)



Scope 2 Emissions per year (tonnes)



Air Quality

Maintaining safe air quality as a result of EastLink operations is critical for local community values and the environment.

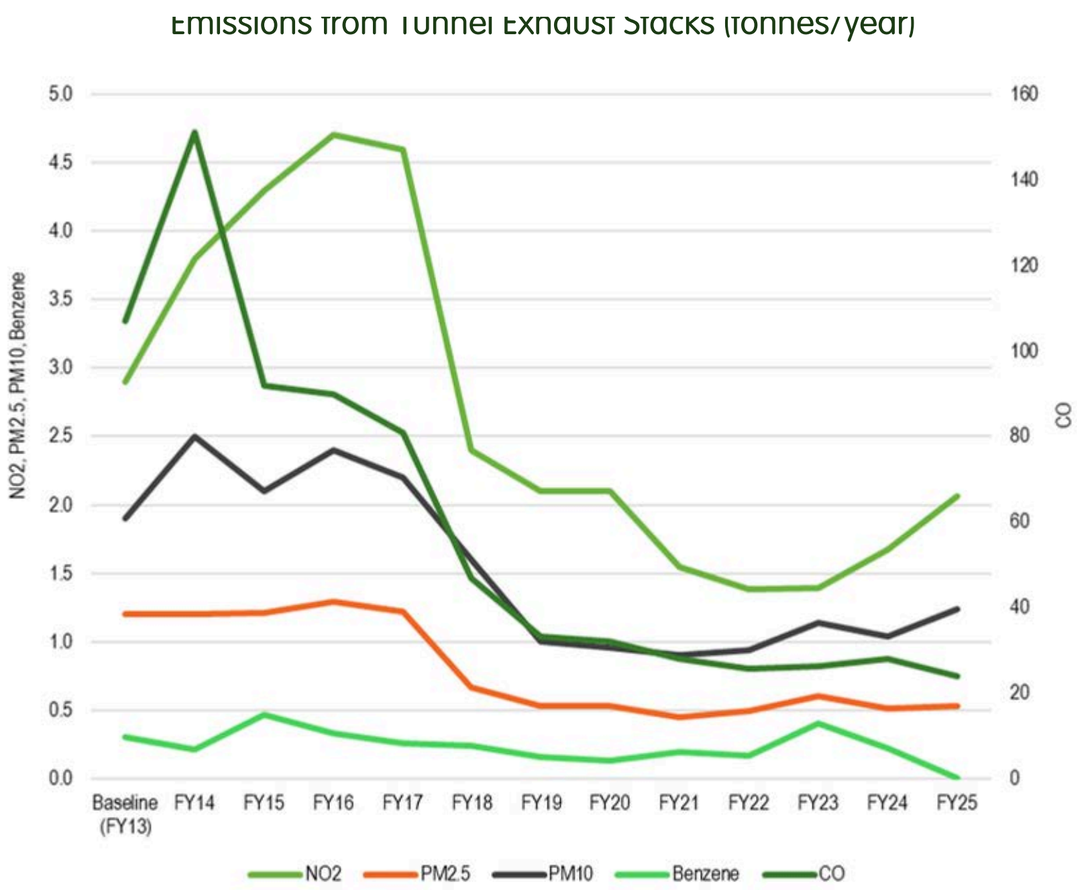
Air quality from road and tunnel infrastructure is primarily affected by customer vehicle emissions and plant and equipment emissions. EastLink's two tunnels both feature an air quality management system to ensure air flows through the tunnels and discharges from the two ventilation stacks above and away from residences and the Mullum Mullum creek corridor below. These emissions are managed in accordance with a licence from EPA Victoria which includes limits for maximum discharge rates and total discharge over the year. EastLink consistently achieves pollutants well below these limits.

Air pollutants remained similar in FY25 compared with the previous year. Traffic levels for FY25 were higher than in FY24 contributing to some minor increases for some pollutants but it is expected that with improving vehicle emissions standards, air pollutants will continue to trend downward.

KEY STATISTICS

See Appendices - ESG Data Tables for more information

Air quality discharge rates well below EPA Licence limit



Pictured below: particulate matter sensors inside the stack (top); exhaust fans to extract tunnel air through the stack (bottom)

Water Quality & Usage

Maintaining healthy water quality from stormwater runoff is vital to protect our precious waterways and the environment

KEY STATISTICS

See Appendices - ESG Data Tables for more information

Water usage below FY25 target **2.836 ML**

Water Quality

EastLink maintains 63 water treatment trains (wetlands) which function to treat road surface rainwater run-off before it is released to local waterways. This is done through settling of coarse sediment in a sediment pond or trapping between aquatic plants, as well as biological and chemical uptake of pollutants such as phosphorus and metals in the plants themselves. Wetland design is based on Melbourne Water guidelines. These wetlands also provide a secondary function in supporting biodiversity, particularly local bird and frog species.

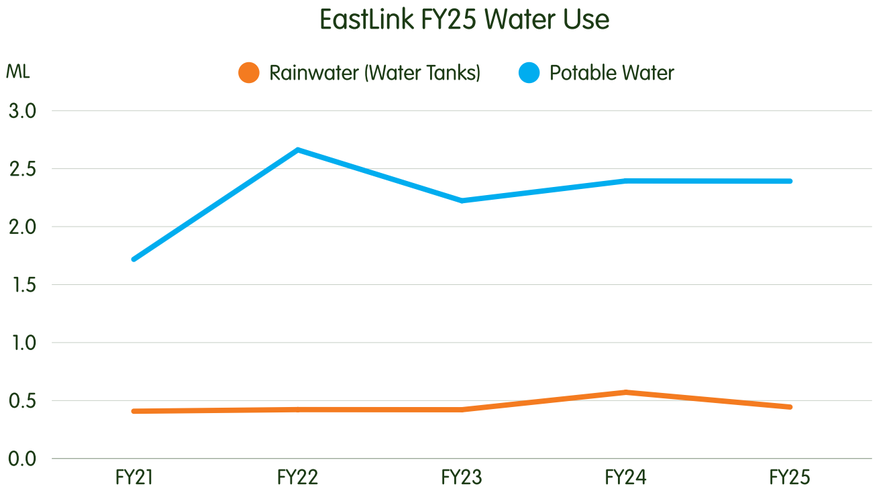
The sediment ponds of the wetlands also perform an important function of retaining any potential spills that may occur on the motorway.

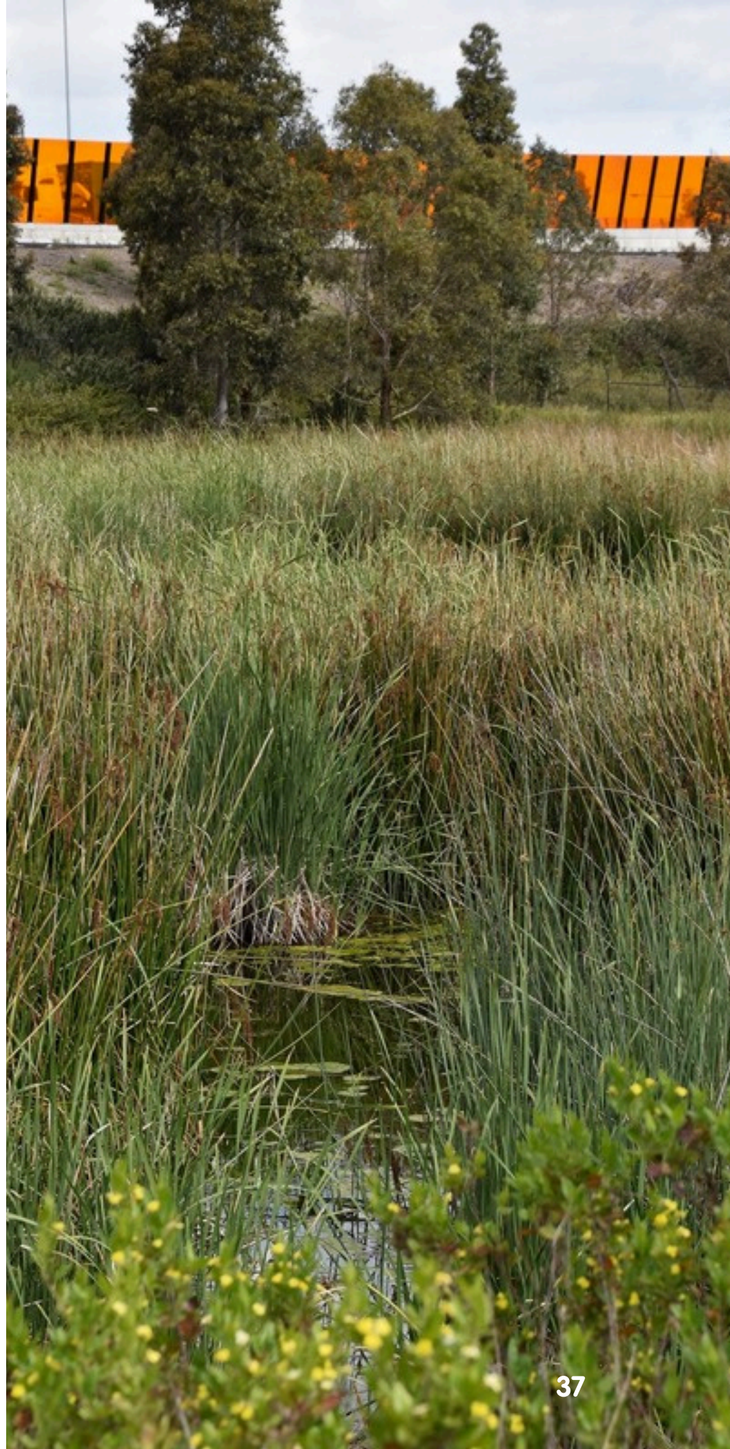
EastLink formally inspects each of the wetlands four times per year.

Water Usage

EastLink uses potable and non-potable water for various purposes such as landscape watering, tunnel and noise wall washing, and vehicle fleet washing.

In FY25, water use remained consistent with previous years and 46% below the FY10 baseline.





Wetland Rehabilitation Works

As a result of wetland inspections, a program of maintenance works was undertaken to ensure the functionality of the water treatment trains in the EastLink corridor. Works were completed on a total of three wetlands during FY25.

The works involved removal of 135.40 tonnes of silt from the sediment ponds. Of this 135.40 tonnes removed, 106 tonnes was diverted from landfill. Desilting and flushing of pipes ensures that the wetlands can perform their primary function of treating stormwater runoff from the EastLink road and preventing litter and contaminants from entering receiving waterways.

EastLink will continue wetland rehabilitation works in FY26.

Biodiversity, Habitat, & Landscape

EastLink acknowledges a well-maintained roadside landscape ensures a healthy habitat for thriving biodiversity.

EastLink's landscape has been designed to complement the region's bushland, parklands and creek corridors. Our landscape extends to 500 hectares and includes 4 million trees, shrubs and plants.

EastLink's landscape team undertakes regular inspections to ensure the landscape continues to thrive and provide excellent habitat for the region's biodiversity, as well as providing amenity for local residents and road users.

In FY25, 22.6 hectares of EastLink's landscape were enhanced for benefit of native plant and animal species, in addition to maintaining cultural and aesthetic values which are important to the local community.

EastLink's 63 wetlands which treat stormwater runoff from the motorway, also form an integral part of EastLink's landscape.

KEY STATISTICS

See Appendices - ESG Data Tables for more information

Habitat Maintained* (hectares) — **477.4**

**habitat maintained refers to garden beds, wetland and grassed areas retained in its current condition through management practices such as weeding and mowing*

Habitat Enhanced* (hectares) — **22.6**

**defined as habitat that is improved for the benefit of native animal and plant species*

Waste & Recycling

Opportunities to reduce waste generation and re-use or recycle waste streams are considered in all aspects of EastLink's operations.

As a result of the operations and maintenance activities, EastLink generates various waste streams which are appropriately managed to divert as much waste as possible away from landfill. EastLink continued to improve its waste management performance in FY25 through recycling, re-use, and treatment of waste that may otherwise be sent to landfill.

Since 2021, EastLink has used the services of Evergreen Environmental who in 2020, began construction of a state-of-the-art modular recycling plant specifically for hydro-excavated waste, which includes street sweeper waste. All of EastLink's streetsweeper waste is deposited into this recycling plant which at the end of processing, results in aggregate materials and sand for commercial uses such as bedding for pipeworks.

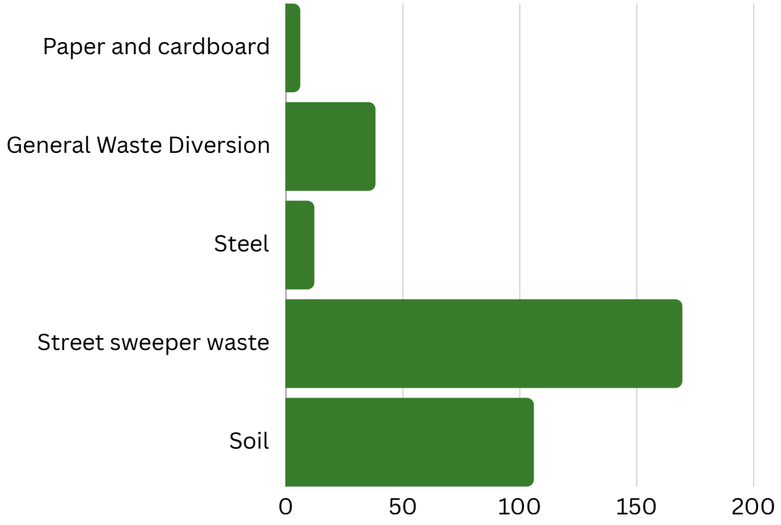
Thanks to this innovative process, EastLink has diverted 169.5 tonnes of streetsweeper waste away from landfill in FY2025. In addition to this, EastLink has commenced purchasing this end-use material for various operations and maintenance activities, contributing to a circular economy.

KEY STATISTICS

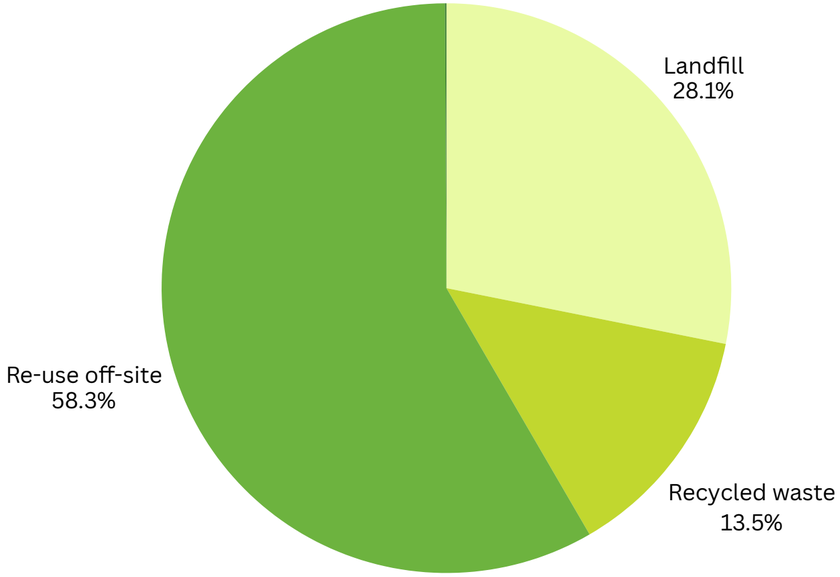
Waste re-used or recycled **339 t**

Diversion from Landfill **72 %**

Top 5 Waste streams by volume Recycled or Re-used (t)



% of waste end-use FY25



EastLink
Time better spent.

ESG Performance
Governance

GRESB Infrastructure Asset Assessment

The Global Real Estate Sustainability Benchmark is an important tool in measuring EastLink's sustainability performance

What is GRESB?

The Global Real Estate Sustainability Benchmark's (GRESB) Infrastructure Asset Assessment appraises ESG performance at the asset level for infrastructure asset operators, fund managers and investors that invest directly in infrastructure.

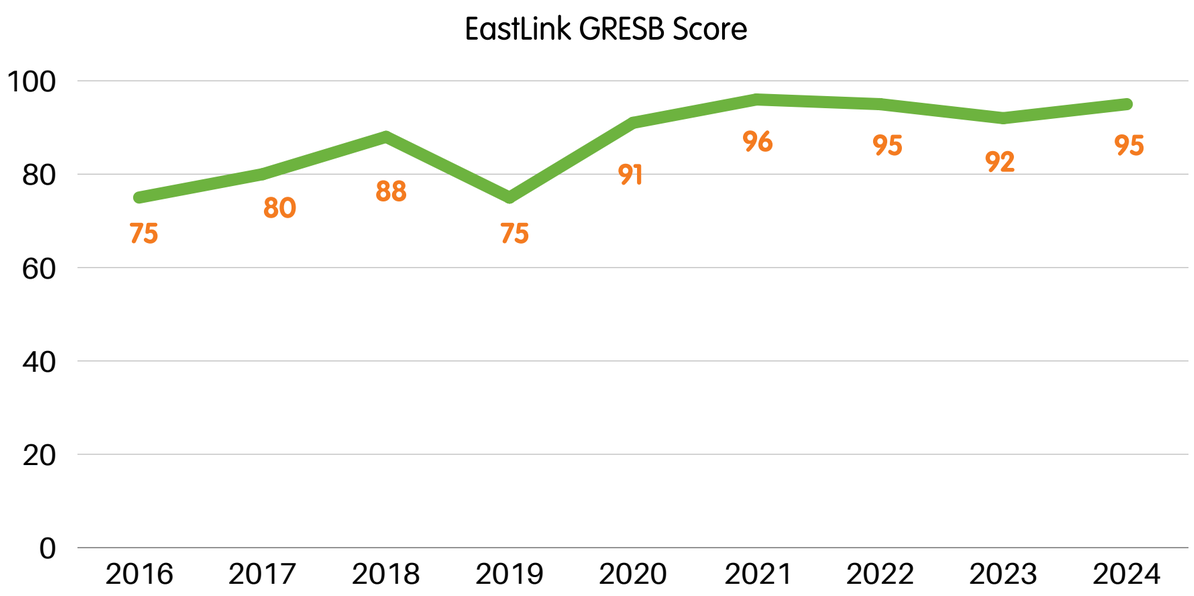
The assessment offers high-quality ESG data and advanced analytical tools to benchmark EastLink's ESG performance, identify areas for improvement, and engage with investors.

EastLink participates voluntarily in this assessment annually and has continually achieved excellent scores since first participating in 2016.

EastLink's Result

EastLink achieved a score of 95 out of 100 for 2024, based on FY23 data, which is our third-highest score and continues our position as the number one ranked motorway operation in the Asia-Pacific region.

EastLink achieved a four-star rating in 2024 and results for 2025 will be released in October 2025.



Data Security & Information Privacy

The EastLink toll road is dependent on various technologies and systems for the safety of customers and to protect the privacy, confidentiality, integrity and availability of information.

KEY STATISTICS

Breaches of customer privacy **0**

Through the course of our business operations, ConnectEast may record information about its customers or other individuals to provide our toll road services and associated products. Our Privacy Policy is available on our website.

Securing our data is critical to safeguarding business operations and the trust of our customers and stakeholders. With increasing cyber security threats occurring throughout Australia, we recognise the importance of security and continually reviewing and improving our systems in response to potential threats.

ConnectEast has integrated security into our strategic and operational plans to reduce risk and understands that having an effective and strong security foundation in place is an essential part of conducting business.

It is imperative that business continuity is not interrupted or threatened by security breaches and risks. We regularly conduct various security tests on our systems and work closely with cyber security service providers. ConnectEast has implemented several security technologies to ensure our systems are protected from cyber incidents. These safeguards coupled with continuous monitoring provides coordinated visibility and response to cyber security risks, threats, and vulnerabilities.

Our security training program provides employees with practical knowledge to identify security threats by creating a culture of a heightened level of cyber security awareness. Employees are empowered to make the right decision when it comes to protecting information and understand the importance of security and protecting privacy.

ConnectEast is committed to maintaining compliance with the Payment Card Industry Data Security Standard requirements and assessment procedures. The standard is a comprehensive set of technical and operational security controls designed to ensure that any business that accepts credit card payments maintains a secure environment.

ConnectEast will continue to invest in cyber security protection to strengthen resilience against existing and emerging cyber security threats. ConnectEast's cyber security posture provides assurance in the maturity and effectiveness of controls currently implemented to protect privacy, business continuity and operations.

Personal Identifiable Information Project

The PII Project aims to strengthen cyber security measures for customers by implementing robust data governance practices, aligning with the organisation's commitment to responsible data stewardship and digital trust

The PII project is also closely tied to ConnectEast's customer experience and automation goals, ensuring that as digital services expand, privacy and data protection remain central. It reflects a proactive approach to sustainability, recognising that digital resilience and ethical data handling are critical components of long-term organisational integrity

Enhanced Customer Privacy & Security

- Two-factor authentication for EastLink account login
- One-time passcode for EastLink trip pass purchase online
- Secure Call technology implemented to improve payment security for customers

Ethical Business Management

EastLink is committed to ethical business management practices in all of its affairs.

ConnectEast is committed to conducting its affairs in a lawful manner, with high levels of integrity and ethics, ensuring good corporate governance practices are adhered to in all our dealings with internal and external stakeholders.

We are subject to Australian legislation regarding criminal offences of bribery and corruption and have policies and processes in place governing tax and financial compliance and Board conduct as well as procedures and standards related to the prevention of fraud, corruption and bribery and the protection of whistleblowers (Whistleblower Policy (eastlink.com.au)).

ConnectEast is governed by strict workforce protection laws in Australia and has policies and procedures in place that protect human rights and address relevant social issues such as child and forced labour, freedom of association and general working conditions and grievance/complaints handling mechanisms.

KEY STATISTICS

Breaches of ethical conduct policy **0**

Breaches of Modern Slavery **0**

We prepare and publish an annual Modern Slavery Statement, in compliance with our obligations under the Modern Slavery Act. Copies of these statements are available on our web site (Modern Slavery Statement (eastlink.com.au)) or the Australian Border Force's online register for Modern Slavery Statements (https://modernslaveryregister.gov.au/)

During FY25 there were no recorded breaches of ethical conduct or modern slavery

What is Modern Slavery?

Modern slavery is a term used to describe serious exploitation where offenders use threats, deception or coercion to exploit victims and undermine their freedom.

Examples include

- *Human trafficking*
- *Slavery and servitude*
- *Forced labour*
- *Debt bondage*
- *Forced marriage*
- *The worst forms of child labour*

By reporting a Modern Slavery Statement annually, EastLink is contributing to the eradication of modern slavery in the Australian community and in global supply chains.

Sustainable Procurement

A Sustainable Procurement Policy has now been developed with sustainability included into the procurement process.

ConnectEast is advancing its ESG Policy commitment to engage with suppliers and contractors to continuously improve sustainable practices with a policy expectation that our supply chain and other business relationships will reflect our strategic purpose to "Operate Sustainably".

Throughout FY25 we have operated with a Sustainable Procurement Policy. Where applicable, for new contracts ConnectEast integrates more rigorous sustainability considerations into its procurement decisions, such as the inclusion of ESG requirements within contracts and supply agreements, encouraging the use of sustainable materials or the engagement of local or indigenous enterprises.

Implementation of the Policy is phased with communication and monitoring activities focusing on new engagements. Future implementation expectations will then be communicated to the most significant suppliers and revised upon contract renewal.

Summarised EastLink Sustainable Procurement Objectives

Sustainable Procurement Policy Commitment

When planning and carrying out procurement engagements, ConnectEast will seek to enhance environmental, social, and economic outcomes for our business, industry, and the supply chain by committing to assess the potential sustainability impacts of our procurement decisions and to encourage and influence sustainable practices throughout our supply chain and business relationships.

EastLink
Time better spent.

Appendices

Social Metrics

Motor vehicle accidents (MVA's)	Baseline	FY24	FY25	FY25 Target	FY30 Target
Casualty crash rate (per 100 million vehicles)	2.56 (FY13)	2.71	2.80	0	0
Average time to respond and attend at MVAS (min)	4.96 (FY14)	4.43	4.28	0	0
Number of MVAS on EastLink	257 (FY12)	254	296	0	0

Injuries and fatalities	Baseline	FY24	FY25	FY25 Target	FY30 Target
Lost time injury (LTI) - ConnectEast employee	1 (FY16)	0	0	0	0
Lost time injury (LTI) - Ventia employee	1 (FY16)	0	0	0	0
Medically treated injury (MTI) - ConnectEast employee	0 (FY16)	0	0	0	0
Medically treated injury (MTI) - Ventia employee	0 (FY16)	0	0	0	0
Fatalities in crashes	0 (FY16)	0	0	0	0
Fatalities - ConnectEast employees	0 (FY16)	0	0	0	0
Fatalities - Ventia employees & contractors	0 (FY16)	0	0	0	0
Fatalities - road users	0 (FY16)	0	0	0	0
Fatalities - community members	1 (FY16)	0	0	0	0

Average road speed	Baseline	FY24	FY25
Open road sections (speed limit 100 km/h)	96 km/h (FY16)	95 km/h	95 km/h
Tunnel section (speed limit 80 km/h)	76 km/h (FY23)	79 km/h	83 km/h

Customer survey results (EastLink account holders only)	Baseline	FY24	FY25	FY25 Target	FY30 Target
Survey respondents	24,545 (FY15)	8,239	7,536	N/A	N/A
EastLink ENPS *	+41% (FY15)	+43%	+45%	> +40%	> +40%
EastLink ENPS (average score/ 10)	7.77 (FY15)	7.76	7.82	>7.50	>7.50
Satisfaction with EastLink (average score/ 10)	8.28 (FY15)	8.26	8.31	>8.00	>8.00

Employment	FY24	FY25
Full time equivalent employees	131	137
Substantiated reports of discrimination and/or harassment	0	0

Workplace diversity (Jun 2025)	Women			Men			Total
	Full time	Part time	Casual	Full time	Part time	Casual	
Management	5	0	0	11	0	0	16
Professional	12	1	0	33	1	1	48
Customer service	18	16	12	4	0	4	54
Clerical/administrative	20	9	1	9	2	1	42
Total	**94**			**66**			**160**

Workplace diversity (Jun 2025)	Women	Men	Proportion (%)
< 30 years old	12	10	14%
30 to 50 years old	43	29	45%
> 50 years old	39	27	41%

New hires (ConnectEast employees FY25)	Women	Men
New appointments/new external hire	10	7
Secondments - inter/intra department	30	10
Promotions	3	2
Transfers	0	2

Training attendances	FY24	FY25
Equal employment opportunity & workplace diversity	16	163
Bullying & sexual harassment prevention	168	18
Privacy	167	162
Security awareness	171	162
Fraud & corruption awareness and whistleblower	157	18
Occupational health & safety	16	156
Modern slavery	151	156
Corporate induction	16	18
CRM & billing system training modules	135	56
Specialist external training courses	138	90
Safety inductions completed (with pass)	1,475	1,219
Total training attendances	**2,610**	**2,218**
Industry conferences attended	12	19

Infringements	FY24	FY25
Infringement penalty notices issued for unpaid travel on EastLink	253,849	130,970

Customer hardship (payment plans)	FY24	FY25
Payment plans created	4,250	4,745
Total value of plans created	$1,066,316	$1,477,039
Average value of a plan	$251	$311

Customer grievance (number of)	FY24	FY25
Service expedited (not a complaint)	125	41
Complaint (upheld)	43	28
Complaint (partially upheld)	42	19
Complaint (rejected)	43	26
Referred to another party	6	2
Insufficient details provided	2	2
Total	**261**	**118**
Average time to resolve (calendar days)	2.2	2.6

Parental leave ConnectEast employees FY25	Women	Men
Taken by primary carer	4	0
Taken by secondary carer	0	1
Employees <30 years old who took parental leave	7.2%	2.6%
Parental leave return rate	100%	N/A
Employee requests for flexible work arrangements on return from parental leave mutually agreed upon	N/A	N/A
Parental leave return 3 month retention rate	100%	N/A

Graffiti Removal	FY24	FY25
Graffiti removal jobs undertaken by EastLink	487	623

* The ENPS score is calculated from the % of promoters minus the % of detractors in response to the question of whether the employee would recommend EastLink to others. A score of 9-10 out of ten is a promoter and 0-6 is a detractor.

Environmental Metrics

Energy imported/purchased (MWh)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target
Electricity	10,476	5,818	5,934	5,818	5,818
Natural gas	444	427	350	427	367
Diesel	1,430	1,448	1,438	1,448	1,263
Petrol	328	57	52	57	49
Total Energy (MWh)	**12,672**	**7,749**	**7,774**	**7,749**	**7,297**

Energy generated from non-combustible sources	FY25	FY25 Target	FY30 Target
Solar (MWh)	21.6	N/A	21.0

Energy exported/sold	FY25	FY25 Target	FY30 Target
Renewable electricity (MWh)	0.9	N/A	0.85

Scope 1 GHG emissions from the combustion of fuels (t CO_2-e)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target
Natural gas	82	79	65	79	68
Diesel	360	367	364	367	320
Petrol	82	14	13	14	12
Total scope 1 emissions (includes LPG pre-FY24)	**560 [1]**	**460**	**442**	**460**	**400**

(1) LPG emissions in FY10 were 36 t CO_2-e.

Scope 2 greenhouse gas emissions (location-based) (t CO_2-e)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target
Total scope 2 emissions	**20,661**	**4,596**	**4,369**	**4,596**	**3,742**

Total combined Scope 1 and Scope 2 GHG emissions (t CO_2-e)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target
Total GHG emissions	**21,221**	**5,056**	**5,011**	**5,056**	**4,142**

Air pollution from tunnel vehicles (t/yr)	EPA Licence Limit	Baseline (FY13)	FY24	FY25	FY25 Target	FY30 Target
Carbon monoxide (CO)	980	107	28.0	23.89	28	40
Nitrogen dioxide (NO2)	35	2.9	1.67	2.06	1.67	2.1
Particulate matter (PM2.5)	21	1.2	0.51	0.53	0.52	0.9
Particulate matter (PM10)	23	1.9	1.04	1.22	1.04	1.3
Benzene	2.9	0.3	0.22	0.06 [2]	0.4	0.4

(2) Benzene data from August 2024 emissions monitoring.

Water usage by source (ML)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target
Third-party potable water	4.422	2.394	2.392	2.394	2.394
Rainwater (water tanks)	N/A	0.571	0.444	0.571	0.571
% Potable water	100%	81%	84%	81%	81%
Total	**4.422**	**2.965**	**2.837**	**2.965**	**2.965**

Water outflows/discharges to sensitive waterways (Water quality) (ML)	FY24	FY25	FY25 Target	FY30 Target
Freshwater (≤ 1000 mg/L TDS)	0.35	0.00	0.48	0.35
Other water (> 1000 mg/L TDS)	3.80	0.34	3.80	3.80

Wastewater discharge by destination (ML)	Baseline (FY10)	FY24	FY25	FY25 Target	FY30 Target [5]
Surface Water [3]	-	0.350	0.342	0.480	0.400
Third Party Treatment [4]	14.518	3.859	6.789	3.859	9.579
Total	**14.518**	**10.21**	**7.131**	**10.39**	**10.079**

(3) Discharge to surface water is from the tunnel sump to wetland. This has reduced significantly in FY25 due to a correction in how the surface water discharge is calculated. Data for FY10 is not available.
(4) Discharge to third-party treatment is calculated as discharge to sewer plus tunnel trade wastewater discharge. This has increased in FY25 due to a correction in how discharge to third party treatment is calculated.
(5) FY30 Targets have been revised in line with corrections to discharges to surface water and third-party treatment.

Waste generation (T)	FY24	FY25	FY25 Target	FY30 Target
Hazardous [6]	199	203	N/A	332
Non-Hazardous	1,363	269	N/A	453

(6) Hazardous waste includes all KPW as classified by EPA VIC, including waste asbestos, contaminated soil, triple interceptor waste, waste chemical and batteries.

Waste disposed (T)	Baseline (FY11)	FY24	FY25	FY25 Target	FY30 Target
Waste to landfill	333	255	133	255	255
Recycled waste [7]	19	47	64	47	47
Re-use offsite	N/A	1,228	275	1,228	1,228
Re-use onsite	22	0	0	0	0
Treated waste	N/A	32	0	32	32
Total waste disposed	**374**	**1,562**	**472**	**1,562**	**1,562**
Proportion of waste diverted from landfill (%)	**11%**	**84%**	**72%**	**>50%**	**>50%**

(7) Tags recycled in FY25 have been added to total waste recycled.

Tag recycling	Baseline (FY10)	FY24	FY25
Number of tags recycled	2,087	37,485	23,350

Habitat management [8]	Baseline (FY19)	FY24	FY25	FY25 Target	FY30 Target [9]
Habitat enhanced or restored (ha)	0.153	14.2	22.6	20	0.0
Habitat maintained (ha)	8.8	233.7	477.4	233.7	500.0

(8) Habitat restored refers to disturbed habitat that is identified and improved for the benefit of native animal and plant species that occur there.
Habitat maintained refers to garden beds, wetland and grassed areas retained in their current condition through management practices such as weeding and mowing.
(9) FY30 target has been revised based on completion of landscape project, therefore no area will be enhanced or restored with all previously restored and enhanced areas maintained.

Wildlife [10]	FY24	FY25	FY25 Target	FY30 Target
Wildlife fatalities	56	18	N/A	0
Threatened and endangered species fatalities	0	0	N/A	0

(10) Non-native species excluded in FY25.

Governance Metrics

KPI points and credit penalties	Baseline (CY15)	CY23	CY24	CY25 Target	FY30 Target
KPI points incurred	100	2.5	55	≤499	≤499
Maximum KPI points allowed before penalties	499	499	499	499	499
KPI penalties imposed	$0	$0	$0	$0	$0

Eastlink's GRESB Infrastructure Asset Assessment	2023	2024
Overall GRESB asset score (score/ 100)	92	95
GRESB star rating (up to 5 stars)	4	4

Ethical Business Management	FY24	FY25
Number of breaches of ethical conduct policy	0	0
Number of suppliers with risk of incidents with modern slavery	0	0

UN Sustainable Development Goals

Material SDGs	3 Good Health and Well-Being	4 Quality Education	5 Gender Equality	6 Clean Water and Sanitation	7 Affordable and Clean Energy	8 Decent Work and Economic Growth	9 Industry, Innovation and Infrastructure	10 Reduced Inequalities	11 Sustainable Cities and Communities	12 Responsible Consumption and Production	13 Climate Action	15 Life on Land	17 Partnerships for the Goals
Report Section	Good Health & Wellbeing	Quality Education	Gender Equality	Clean Water & Sanitation	Affordable & Clean Energy	Decent Work & Economic Growth	Industry Innovation & Infrastructure	Reduced Inequalities	Sustainable Cities & Communities	Responsible Consumption & Production	Climate Action	Life on Land	Partnerships for the Goals
Road Safety	X						X		X				
Customers	X	X					X		X				
Community	X	X					X		X				X
Employees	X	X	X			X		X					
Climate Risk & Adaptation									X		X		
Energy & GHG emissions					X		X						
Waste & Recycling							X			X			
Air pollution	X						X					X	
Water outflows/discharges				X			X					X	
Biodiversity and habitat	X						X					X	
Asset resilience							X				X		
Data security & Information Privacy							X						
Ethical business management						X		X					
Sustainable procurement							X		X	X	X		X

Contact

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Independent Limited Assurance Report on the Eastlink Sustainability Report of ConnectEast Pty Limited ("ConnectEast")

To: The Board of Directors and Management of ConnectEast

Subject Matter

We have undertaken a limited assurance engagement relating to the selected Eastlink Sustainability Report data as set out below ("the Subject Matter") presented in the Sustainability Report of ConnectEast for the year ended 30 June 2025 ("FY2025 Eastlink Sustainability Report").

Reported Data	Category	Subject Matter	Page Reference
Workplace Safety Data	Social	Lost Time Injury (LTI) Medically Treated Injury (MTI) Fatalities	Page 48 - Social Metrics Appendix
Waste	Environment	Waste generation and diversion	Page 49 - Environmental Metrics Appendix
Water	Environment	Water usage (KL)	Page 49 - Environmental Metrics Appendix
Wastewater discharges	Environment	Tunnel trade wastewater discharge (KL)	Page 49 - Environmental Metrics Appendix
Tunnel Air Pollutants	Environment	Air pollution from tunnel vehicles (t/yr)	Page 49 - Environmental Metrics Appendix
Energy and Emissions	Environment	Energy Usage Scope 1 and scope 2 GHG emissions (t CO2-e)	Page 49 -Environmental Metrics Appendix
Habitat and Ecology	Environment	Habitat enhanced or restored (ha) Habitat maintained (ha)	Page 49 -Environmental Metrics Appendix

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Limitations

There are inherent limitations in performing assurance – for example, assurance engagements are based on selective procedures on the information being examined – and it is possible that fraud, error may occur and not be detected. There are additional inherent risks associated with assurance over non-financial information compiled using definitions and estimation methods developed by the entity. The level of assurance obtained from a limited assurance engagement is substantially less than that which would have been obtained from a reasonable assurance engagement.

Finally, adherence to Australian Standard on Assurance Engagements (ASAE) 3000, *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (Revised)* is subjective and will be interpreted differently by different stakeholder groups.

Our assurance is limited to the Eastlink Sustainability Report for the year ended 30 June 2025 and does not extend to the annual statutory financial statements.

Use of this Report

Our responsibility in performing our assurance activities is to the Directors and Management of ConnectEast only and in accordance with the terms of reference for this engagement and agreed with Management. We do not therefore accept or assume any responsibility for any other purpose or to any other person or organisation. Any reliance any such third party may place on this report is entirely at their own risk. No statement is made as to whether the criteria are appropriate for any third-party purpose.

Management's Responsibility

The Management of ConnectEast is responsible for:

- determining that the Subject Matter and applicable criteria are appropriate to meet their needs and the needs of the users;
- collecting, preparing and presenting the Subject matter and applicable criteria; and
- maintaining adequate records and internal controls that are designed to support the disclosures made in the FY2025 Eastlink Sustainability Report.

Assurance Practitioner's Responsibility

Our responsibility is to express a limited assurance conclusion as to whether the Subject Matter is presented in accordance with the applicable criteria in all material respects based on the procedures performed and the evidence obtained.

Assurance Approach

Our assurance approach was conducted, and our engagement has been planned and performed, in accordance with Australian Standard on Assurance Engagements (ASAE) 3000, *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (Revised)*.

Level of Assurance

A limited assurance engagement consists of making enquiries and applying analytical and other evidence-gathering procedures that are sufficient for us to obtain a meaningful level of assurance as the basis for a conclusion. The procedures performed depend on the assurance practitioner's judgement including the risk of a material misstatement of the specific subject matter information, whether due to fraud or error. While we considered the effectiveness of Management's internal controls when determining the nature and extent of our procedures, our review was not designed to provide assurance on internal controls. We believe that the evidence we obtained is sufficient and appropriate to provide a basis for our conclusion.

Our Independence and Quality Control

In accordance with APES 110 – *Code of Ethics for Professional Accountants (including Independence Standards)*, PKF and all personnel involved in this engagement have met the independence and ethical requirements. The firm also complies with the requirements of ASQM1 - *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information, or Other Assurance or Related Services Engagements.*

Assurance Procedures

Our Assurance procedures performed included, but were not limited to:

- Assessing policies and procedures of ConnectEast related to the Subject Matter disclosed in the FY2025 Eastlink Sustainability Report;
- Interviewing process owners of the Subject Matter to understand the key issues related to ConnectEast's policies and procedures;
- Evaluating the design and implementation of the key processes, systems and controls for collecting, managing and reporting the Subject Matter covered by Assurance and review of certain controls for collecting, managing and reporting the Subject Matter covered by Assurance; and
- Agreeing the Subject Matter covered by Assurance to relevant underlying sources on a sample basis.

In accordance with the Standard 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 performance data covered by 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.

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 we performed a reasonable assurance engagement. Accordingly, we do not express an opinion providing reasonable assurance about whether the Subject Matter has been reported, in all material respects, in accordance with the criteria.

Assurance Conclusion

Based on the procedures performed and evidence obtained, we are not aware of any material amendments that need to be made to the assessment of the Subject Matter for them to be in accordance with the applicable criteria.

PKF

Melbourne, 24 February 2025

Kaitlynn Brady

Partner