PUBLIC DISCLOSURE STATEMENT

GOODTEL COMMUNICATIONS PTY LTD
(TRADING AS GOODTEL)

ORGANISATION CERTIFICATION

FY2024-25

Australian Government

Climate Active
Public Disclosure Statement

An Australian Government Initiative

NAME OF CERTIFIED ENTITY	Goodtel Communications Pty Ltd (trading as Goodtel)
REPORTING PERIOD	1 July 2024 – 30 June 2025 Arrears report
DECLARATION	*To the best of my knowledge, the information provided in this public disclosure statement is true and correct and meets the requirements of the Climate Active Carbon Neutral Standard.*  Daniel Crespi Goodness Generator 19/12/25

Australian Government
Department of Climate Change, Energy, the Environment and Water

Version 10.

1.CERTIFICATION SUMMARY

TOTAL EMISSIONS OFFSET	43 tCO_2-e
CARBON OFFSETS USED	100% VCUs
RENEWABLE ELECTRICITY	100%
CARBON ACCOUNT	Prepared by: Cool Planet
TECHNICAL ASSESSMENT	19/12/2025 (FY2025) Cool Planet Next technical assessment due: FY 27/28

Contents

2. CERTIFICATION INFORMATION

Description of organisation certification

This organisation certification is for the business operations of Goodtel Communications Pty Ltd (trading as Goodtel), ABN 51 634 405 333.

It complies with the Climate Active Standard for Carbon Neutral Organisations and is based on the operational control approach to the measurement of greenhouse gases.

The organisational certification does not include the embodied and associated carbon emissions with manufacture, use and disposal of products sold by Goodtel.

The emissions boundary also includes WFH emissions from offshore contractors based in the Philippines. All Australian based WFH staff are now located in NSW.

Electricity used in Shared office Spaces in NSW is sourced from 100% renewable energy.

This Public Disclosure Statement includes information for the FY2024-25 reporting period.

Organisation description

Goodtel Communications (“Goodtel”) (ABN 51 634 405 333) commenced in December 2019 with the goal to help all of Australia turn its daily use of telco into a force for good. Goodtel is headquartered at 20 – 40 Meagher Street, Chippendale NSW 2008 “The Commons”, and is a for-purpose telco that gives 50% of its profits back to a range of charity partners that help to protect the planet and those in need.

Goodtel strives to be the ethical telecommunications company whereby it does good for the planet and those in need throughout its supply chain including its employees, customers, suppliers, and the charity partners it works with. In September 2021, Goodtel became a B Corp, which is a certification attained by companies that adhere to the highest standards of verified social and environmental responsibility. It is given to businesses that balance purpose and profit and all of which share the one unifying goal of using business as a force for good.

A hybrid working model has been implemented into the business. Over 50% of the Goodtel team works from home full time, which has resulted in a reduction of emission caused from our daily commuting. Goodtel’s shared workspace operates on 100% renewable energy and the Goodtel Directors use renewable energy plans in their own homes.

Goodtel is committed to helping protect the environment which is why we have chosen to renew our carbon neutral certification and continue to explore and implement initiatives into our business which help to reduce our carbon footprint further.

3.EMISSIONS BOUNDARY

This is a small organisation certification, which uses the standard Climate Active small organisation emissions boundary.

Inside the emissions boundary

All emission sources listed in the emissions boundary are part of the carbon neutral claim.

Quantified emissions have been assessed as relevant and are quantified in the carbon inventory. This may include emissions that are not identified as arising due to the operations of the certified entity, however are **optionally included**.

Non-quantified emissions have been assessed as relevant and are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. All material emissions are accounted for through an uplift factor. Further detail is available at Appendix C.

Outside the emissions boundary

Excluded emissions are those that have been assessed as not relevant to an organisation's operations and are outside of its emissions boundary or are outside of the scope of the certification. These emissions are not part of the carbon neutral claim. Further detail is available at Appendix D.

Inside emissions boundary

Quantified

- Stationary energy and fuels
- Electricity
- Accommodation
- Carbon neutral products and services
- Cleaning and chemicals
- Food
- ICT services and equipment
- Professional services
- Office equipment and supplies
- Postage, courier and freight
- Refrigerants
- Transport (air)
- Transport (land and sea)
- Waste
- Water
- WFH
- WFH (Philippine contractors)

Non-quantified

N/A

Outside emission boundary

Excluded

3rd party emissions associated with the purchase and distribution of telecommunication products and services

4.EMISSIONS REDUCTIONS

Emissions reduction strategy

The current operations for Goodtel are already associated with low carbon emissions. Notwithstanding the current practices, we have identified key areas of greatest potential reduction through reviewing some of our existing practices. This includes a thorough review of our third-party suppliers to understand their emissions and to establish whether they are adhering to carbon neutral policies, or if we can encourage them towards that goal. As such, we propose to do the following:

- Green our supply chain by working with our third-party suppliers to quantify and reduce their environmental impact by 2027.
- Work with our offshore contractors providers to more accurately calculate and reduce their carbon emissions by 2027.

Compared to our base year FY20, we aim to reduce our carbon emissions per $10,000 of revenue by 1-2% by FY2022, 3-5% by FY2023, and 5-10% by FY2027.

The tracking of Goodtel's carbon intensity metric is below:

19/20 Base Year: 1214.

20/21 Year 2: 219. (82% decrease from base year) – 82% decrease from previous year

21/22 Year 3: 299. (75% decrease from base year) – 36% increase from previous year

22/23 Year 4: 143. (88% decrease from base year) – 52% decrease from previous year

23/24 Year 5: 148. (87% decrease from base year) – 3% increase from previous year

24/25 Year 6: 127. (90% decrease from base year) – 15% decrease from previous year

Emissions reduction actions

The following actions were taken to reduce our carbon emissions this year:

- Internalisation of business services significantly reducing spend on external consultants, marketing, and ICT.
- Electricity – all electricity used was offset through The Commons shared workspace.
- Printing emissions was reduced with a focus on digital communication and marketing.
- Telecommunications – costs and emissions reduce through greater efficiency in usage.
- Staff commuting was reduced through the greater use of public transport and the flexibility for staff to work from home.

5.EMISSIONS SUMMARY

Emissions over time

Emissions since base year			
		Total tCO_2-e (without uplift)	**Total tCO_2-e** (with uplift)
Base year:	2019–20	2.87	3.01
Year 2:	2020–21	10.69	11.22
Year 3:	2021–22	36.88	38.72
Year 4:	2022–23	34.98	36.73
Year 5:	2023–24	50.55	53.08
Year 6:	2024-25	40.83	42.88

Significant changes in emissions

Emission source	Previous year emissions (t CO_2-e)	Current year emissions (t CO_2-e)	Reason for change
Computer and technical services	7.29	14.79	Services brought in-house resulting in increased software-as-a-service spend to support internal tooling and resourcing.
Long economy class flights (>3,700km)	2.81	5.20	Internalisation of business services and processes.

Use of Climate Active carbon neutral products, services, buildings or precincts

Certified brand name	Product/Service/Building/Precinct used
N/A	

Emissions summary

The electricity summary is available in Appendix B. Electricity emissions were calculated using a market-based approach.

Emission category	Scope 1 emissions (tCO_2-e)	Scope 2 emissions (tCO_2-e)	Scope 3 emissions (tCO_2-e)	Total emissions (t CO_2-e)
Accommodation and facilities	0.00	0.00	0.84	0.84
Cleaning and Chemicals	0.00	0.00	0.00	0.00
Climate Active carbon neutral products and services	0.00	0.00	0.00	0.00
Electricity	0.00	0.00	0.00	0.00
Food	0.00	0.00	0.21	0.21
ICT services and equipment	0.00	0.00	14.89	14.89
Office equipment & supplies	0.00	0.00	0.12	0.12
Postage, courier and freight	0.00	0.00	0.87	0.87
Professional Services	0.00	0.00	11.70	11.70
Refrigerants	0.00	0.00	0.00	0.00
Stationary Energy (gaseous fuels)	0.00	0.00	0.00	0.00
Stationary Energy (liquid fuels)	0.00	0.00	0.00	0.00
Stationary Energy (solid fuels)	0.00	0.00	0.00	0.00
Transport (Air)	0.00	0.00	5.43	5.43
Transport (Land and Sea)	0.00	0.00	0.00	0.00
Waste	0.00	0.00	0.00	0.00
Water	0.00	0.00	0.00	0.00
Working from home	0.00	0.00	6.78	6.78
Total emissions (tCO_2-e)	**0.00**	**0.00**	**40.83**	**40.83**
Figures may not sum to total due to rounding.				

Uplift factors

An uplift factor is an upwards adjustment to the total carbon inventory to account for relevant emissions that cannot be reasonably quantified or estimated. This conservative accounting approach helps ensure the integrity of the carbon neutral claim.

Reason for uplift factor	tCO_2-e
mandatory 5% uplift for small organisations	2.042
Total of all uplift factors (tCO_2-e)	2.042
Total emissions footprint to offset (tCO_2-e) *(total emissions from summary table + total of all uplift factors)*	**42.875**

6. CARBON OFFSETS

Eligible offsets retirement summary

Offsets retired for Climate Active certification

Type of offset unit	Quantity used for this reporting period	Percentage of total units used
Verified Carbon Units (VCUs)	43	100%

Project name	Type of offset unit	Registry	Date retired	Serial number	Vintage	Total quantity retired	Quantity used in previous reporting periods	Quantity banked for future reporting periods	Quantity used for this reporting period	Percentage of total used this reporting period
The Kasigau Corridor REDD Project - Phase II The Community Ranches	VCU	Verra Registry	14/11/2024	9381-93667290-93667308-VCS-VCU-259-VER-KE-14-612-01012019-31122019-1	2019	19	4	0	15	34.88%
Rimba Raya Biodiversity Reserve Project	VCU	Verra Registry	14/11/2024	9839-143659724-143659804-VCS-VCU-263-VER-ID-14-674-01012017-22062017-1	2017	81	0	53	28	65.12%
					Offset Totals:	**100**	**4**	**53**	**43**	**100.00%**

Co-benefits

Rimba Raya

- Rimba Raya is located in Central Kalimantan, Indonesian Borneo, and is one of the largest REDD+ peat swamp forest projects in the world, avoiding nearly 130 million tonnes of carbon emissions
- Rimba Raya generates carbon credits from High Conservation Value (HCV) peat swamp forest within the carbon accounting area.
- Rimba Raya protects one of the most highly endangered ecosystems in the world.
- Rimba Raya develops livelihood programmes in surrounding villages (addressing all 17 of the UN Sustainable Development Goals) to provide education, employment and hope for the future.
- Rimba Raya provides a buffer zone between the palm oil industry and the Tanjung Puting National Park, home to one of the last remaining wild populations of orangutans on earth.

The Kasigau Corridor REDD Project - Phase II The Community Ranches

This project builds on Wildlife Works' first REDD project (Phase I, Rukinga Ranch) which has been protecting forests, flora and fauna since 2006. The aim of this new, larger project is to bring the benefits of direct carbon financing to surrounding communities, while simultaneously addressing alternative livelihoods and protecting vital flora and fauna. Human-wildlife conflict has been a problem in the past, as local agents are directly reliant on the environment as a means for subsistence. The project's Phase II directly addresses such sources of conflict in a holistic, sustainable approach, and on a large scale. The project's Phase II is classified by VCS as a mega-project, as it is estimated to reduce over 1 million tonnes of CO2-e per year.

7. RENEWABLE ENERGY CERTIFICATE (REC) SUMMARY

Renewable Energy Certificate (REC) summary

N/A

APPENDIX A: ADDITIONAL INFORMATION

N/A

APPENDIX B: ELECTRICITY SUMMARY

There are two international best-practice methods for calculating electricity emissions – the location-based method and the market-based method. Reporting electricity emissions under both methods is called dual reporting.

Dual reporting of electricity emissions is useful, as it provides different perspectives of the emissions associated with a business's electricity usage.

Location-based method:

The location-based method provides a picture of a business's electricity emissions in the context of its location, and the emissions intensity of the electricity grid it relies on. It reflects the average emissions intensity of the electricity grid in the location (State) in which energy consumption occurs. The location-based method does not allow for any claims of renewable electricity from grid-imported electricity usage.

Market-based method:

The market-based method provides a picture of a business's electricity emissions in the context of its renewable energy investments. It reflects the emissions intensity of different electricity products, markets and investments. It uses a residual mix factor (RMF) to allow for unique claims on the zero emissions attribute of renewables without double-counting.

For this certification, electricity emissions have been set by using the **market-based** (modelled on FY2023-24)

Market-based approach summary

Market-based approach	Activity Data (kWh)	Emissions (kg CO_2-e)	Renewable percentage of total
Behind the meter consumption of renewable electricity generated	0	0	0%
Total non-grid renewable electricity	**0**	**0**	**0%**
LGC Purchased and retired (kWh) (including PPAs)	0	0	0%
GreenPower	3,079	0	100%
Climate Active precinct/building (voluntary renewables)	0	0	0%
Precinct/Building (LRET)	0	0	0%
Precinct/Building jurisdictional renewables (LGCS surrendered)	0	0	0%
Electricity products (voluntary renewables)	0	0	0%
Electricity products (LRET)	0	0	0%
Electricity products jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LGCs surrendered)	0	0	0%
Jurisdictional renewables (LRET) (applied to ACT grid electricity)	0	0	0%
Large Scale Renewable Energy Target (applied to grid electricity only)	560	0	18%
Residual Electricity	-560	-515	0%
Total renewable electricity (grid + non grid)	**3,639**	**0**	**118%**
Total grid electricity	**3,079**	**0**	**118%**
Total electricity (grid + non grid)	**3,079**	**0**	**118%**
Percentage of residual electricity consumption under operational control	100%		
Residual electricity consumption under operational control	**-560**	**-515**	
Scope 2	-493	-454	
Scope 3 (includes T&D emissions from consumption under operational control)	-67	-62	
Residual electricity consumption not under operational control	**0**	**0**	
Scope 3	0	0	

Total renewables (grid and non-grid)	**118.20%**
Mandatory	**18.20%**
Voluntary	**100.00%**
Behind the meter	**0.00%**
Residual scope 2 emissions (t CO_2-e)	**-0.45**
Residual scope 3 emissions (t CO_2-e)	**-0.06**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**0.00**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**0.00**
Total emissions liability (t CO_2-e)	**0.00**

Figures may not sum to total due to rounding. Renewable percentage can be above 100%

Location-based approach summary

Location-based approach	Activity Data (kWh) total	Under operational control			Not under operational control	
Percentage of grid electricity consumption under operational control	**100%**	**(kWh)**	**Scope 2 Emissions ($kgCO_2$-e)**	**Scope 3 Emissions ($kgCO_2$-e)**	**(kWh)**	**Scope 3 Emissions ($kgCO_2$-e)**
NSW	3,079	3,079	2,032	123	0	0
Grid electricity (scope 2 and 3)	**3,079**	**3,079**	**2,032**	**123**	**0**	**0**
NSW	0	0	0	0		
Non-grid electricity (behind the meter)	**0**	**0**	**0**	**0**		
Total electricity (grid + non grid)	**3,079**					

Residual scope 2 emissions (t CO_2-e)	**2.03**
Residual scope 3 emissions (t CO_2-e)	**0.12**
Scope 2 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**2.03**
Scope 3 emissions liability (adjusted for already offset carbon neutral electricity) (t CO_2-e)	**0.12**
Total emissions liability	**2.16**

Operations in Climate Active buildings and precincts

Operations in Climate Active buildings and precincts	Electricity consumed in Climate Active certified building/precinct (kWh)	Emissions (kg CO_2-e)
N/A	**0**	**0**
Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their building or precinct certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the building/precinct under the market-based method is outlined as such in the market-based summary table.		

Climate Active carbon neutral electricity products

Climate Active carbon neutral electricity product used	Electricity claimed from Climate Active electricity products (kWh)	Emissions (kg CO_2-e)
N/A	**0**	**0**
Climate Active carbon neutral electricity is not renewable electricity. These electricity emissions have been offset by another Climate Active member through their electricity product certification. This electricity consumption is also included in the market based and location-based summary tables. Any electricity that has been sourced as renewable electricity by the electricity product under the market-based method is outlined as such in the market-based summary table.		

APPENDIX C: INSIDE EMISSIONS BOUNDARY

Non-quantified emission sources

The following emissions sources have been assessed as relevant, are captured within the emissions boundary, but are not measured (quantified) in the carbon inventory. They have been non-quantified due to one of the following reasons:

1. **Immaterial** <1% for individual items and no more than 5% collectively
2. **Cost effective** Quantification is not cost effective relative to the size of the emission but uplift applied.
3. **Data unavailable** Data is unavailable but uplift applied. A data management plan must be put in place to provide data within 5 years.
4. **Maintenance** Initial emissions non-quantified but repairs and replacements quantified.

Relevant non-quantified emission sources	Justification reason
N/A	

Data management plan for non-quantified sources

There are no non-quantified sources in the emission boundary that require a data management plan.

APPENDIX D: OUTSIDE EMISSIONS BOUNDARY

Excluded emission sources

The below emission sources have been assessed as not relevant to this organisation's operations and are outside of its emissions boundary. These emissions are not part of the carbon neutral claim. Emission sources considered for relevance must be included within the certification boundary if they meet two of the five relevance criteria. Those which only meet one condition of the relevance test can be excluded from the certification boundary.

Emissions tested for relevance are detailed below against each of the following criteria:

1. **Size** The emissions from a particular source are likely to be large relative to the organisation's electricity, stationary energy and fuel emissions.

2. **Influence** The responsible entity has the potential to influence the reduction of emissions from a particular source.

3. **Risk** The emissions from a particular source contribute to the organisation's greenhouse gas risk exposure.

4. **Stakeholders** Key stakeholders deem the emissions from a particular source are relevant.

5. **Outsourcing** The emissions are from outsourced activities previously undertaken within the organisation's boundary, or from outsourced activities typically undertaken within the boundary for comparable organisations.

Excluded emissions sources summary

Emission sources tested for relevance	Size	Influence	Risk	Stakeholders	Outsourcing	Justification
3rd party emissions associated with the purchase and distribution of telecommunication products and services	Y	N	N	N	N	**Size:** Would be a large component on carbon inventory **Influence:** Goodtel cannot influence the third party being a small customer of a larger multinational company **Risk:** no risk **Stakeholders:** stakeholders do not believe they need to be accounted for at this stage. **Outsourcing:** Emissions are from third parties that have not been inside Goodtel's emission boundary previously and are not normally included.

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