

# CitySwitch Annual Reporting Guide

Every year we ask CitySwitch members to provide data on their actions and achievements as part of their commitment to climate action. This guide will prepare your business to complete the report.

Annual reporting will be open from 3 February to 28 February 2025.

## Who needs to report?

Annual reporting is mandatory for all members and part of the minimum sign-up requirements for the program. A primary contact should be nominated to complete reporting.

## How to complete reporting?

You can complete your reporting on [this spreadsheet](#). We only require one submission for each business. For example, if you're a national organisation, with multiple offices, only provide one entry.

## What period am I reporting on?

We want our new reporting process to be as accommodating as possible for members. We understand some businesses use the calendar year and others use the financial year. The data you provide to CitySwitch should **represent a contiguous 12-month period in the past 20 months** (1 July 2023 to 28 February 2025, inclusive.) CitySwitch will report data collectively to represent typical annual usage patterns.

## How long does it take?

Provided that you have the required information and data to hand, businesses with one office should expect the spreadsheet to take 15-20 minutes to complete. If you have more than one office, please plan for at least 30 minutes.

## What data to prepare?

The information and data points you'll need to access and prepare to complete your reporting are listed below. Mandatory questions are marked with a **red asterisk**. If the question doesn't apply, enter 0 or you're not sure, you can answer 'unsure'.

## Net Zero Targets

### Section 1: Contact Information

Organisation name, reporter name, organisation, job title and email. \*

### Section 2: Organisation net zero action and reporting commitments

In section 2 we'd like to understand your organisational commitments to net zero and progress with renewable energy and offsets to reach carbon neutrality. Most of the questions in this section require a simple yes or no response. The exception is request for tonnes of offsets used. Most of these questions are not mandatory.

- Do you have an organisational wide renewable energy PPA?
- Do you purchase offsets to be carbon neutral?
- Provide amount in tonnes of carbon offsets used in this reporting period
- Do you do NGER reporting? Read more about the [National Greenhouse and Energy Reporting Act](#).
- Is your organisation Climate Active certified? Read more about [Climate Active](#).
- Are you currently committed to the Science Based Targets Initiative (SBTi)? Read more about [SBTi](#).
  - If no, do you have robust targets aligned with the 1.5 degrees Paris agreement?
- Do you have net zero targets for scope 1, 2 and/or 3 emissions? \*
  - Scope 1
  - Scope 2
  - Scope 3 (in part) or
  - Scope 3 (comprehensive across your value chain, all 15 GHG categories).
  - Other (comment box provided)

The Greenhouse Gas Protocol breaks down your scope 3 emissions into 15 categories. Some categories, like business travel and employee commuting are easier to quantify and reduce. While other data like purchased goods and services or investments can be challenging. Some companies start out by measuring their Scope 3 emissions in part.

### Section 3: CitySwitch Champions Awards and Leadership

The best way to get the most out of the CitySwitch program is to use the resources developed by the program to help make change and reduce emissions in your own business. CitySwitch members who've significantly engaged with the education campaigns and resources over the reporting period will be invited to submit an application for "CitySwitch Champion" status. We'll ask you:

- Which of the following CitySwitch emissions reduction resources have you used to help make changes within your business, over the past 20 months? You'll have an opportunity to elaborate if you are invited to provide a CitySwitch Champion submission.\*
  - Establish your baseline
  - Get your team onboard
  - Reduce your energy
  - Reduce your waste
  - Shift to renewables
  - Connect with other members
  - Reduce your travel emissions
  - Green your supply chain
  - Other

Internal engagement, and industry leadership are key to achieving a net zero economy and creating a broader net zero ecosystem. In this section there are 2 questions to understand your influence.

- How have you set your team up for success? (select checkboxes – set up an internal working group, inducted new staff, regular comms, other)\*
- How have you played a climate leadership role this year (select checkboxes – engaged or mentored suppliers, introduced circular economy, climate risk management, presentation at CitySwitch event, other)\*

### Section 4: CitySwitch support

In this final section, we ask you to take the opportunity to provide feedback on the value of the program and what support you'd like this year.

- Which CitySwitch campaigns or actions have you engaged with in the past 12 months? \*
- How would you describe the value of the program to your organisations net zero ambitions? \*
- What group does your organisation fall into as part of the Australian Sustainability Reporting Standards mandatory climate reporting?\*

- Which areas would your business like support with this year from the net zero pathway action list? For instance, measure business emissions, get your team on board and reduce your waste. CitySwitch support includes workshops, resources, peer to peer learning, webinars and more.

## Emissions data (Scope 1,2,3)

### Section 5: Scope 1 and 2 resource use and emissions (per office)

This section asks you to input energy data from your office and fleet. Many of the questions are mandatory.

- Office address, including postcode\*
- Office NLA (sqm) \*
- Is there anything else you want to tell us about this office? This is an open textbox question to capture anything unusual about your space. For instance, if it includes other building types, like warehouse space.
- Is this a co-working space? We understand those in a co-working space will not have energy data, you can answer yes here and skip the below questions.
- Does your office / organisation have a flexible work from home policy? Yes / No answer. We've asked this to understand the working from home trend, but also to understand if a fluctuating occupancy may be influencing your energy data.
- 12-month electricity use (for the period entered, kWh) \*
- Percentage of electricity from renewable sources\*
- How did you access renewable electricity (GreenPower, PPA, onsite or offsite solar PV)? \*
- How much electricity have you saved since the previous 12 month period (kWh)\*
- 12-month gas use for the office (MJ) \*\*\*
- 12-month petrol use for office / organisation (including any stationary energy or fleet use) (L)\*\* \*
- 12-month diesel use for this office /organisation (including any stationary energy or fleet use) (L)\*\* \*
- 12-month LPG use for this office /organisation (including any stationary energy or fleet use) (L)\*\* \*
- NABERS accredited tenancy or whole building energy rating
- If you **don't** have an accredited rating, please enter a NABERS indicative tenancy or whole building energy rating. To find your estimate, you'll need your annual energy data, NLA sqm, postcode, number of computers and the number of occupancy hours per week. <https://www.nabers.gov.au/our-calculators/estimate-your-rating>

If you have more than one office, please complete the above information for your second office, followed by a potential third and fourth office.

We think it's best for members to sign-up all their offices to CitySwitch and reach net zero as an organisation. If you have more than one office, but its not registered, please select Yes, but it is not in the CitySwitch program and your CitySwitch program manager will be in touch.

*\*\*Note if your office is a tenancy and you don't have a vehicle fleet, it's likely you do not need to account for gas, petrol, diesel, or LPG.*

### **Section 6, 7 & 8: Scope 3 Emissions**

In this section we ask members to report on their Scope 3 emissions. These questions aren't mandatory.

- How much waste have you sent to landfill in tonnes?
- Please select the resource recovery initiatives being undertaken across your office(s) (checkbox responses include waste assessment, single use plastics avoidance campaign, reusable coffee cup initiative, paperless office, food and organics waste diversion)
- Have you quantified your scope 3 emissions for the below categories? Note, we don't need the figures, just an indication of whether you have quantified your footprint in recent years. The below categories are common for office-based businesses.
- Accommodation and facilities (for example, accommodation in hotels)
  - Cleaning and chemicals (for example, cleaning products such as detergents, chlorine)
  - Food (such as office catering)
  - ICT services and equipment (for example, computers, servers/storage, telecommunications)
  - Office equipment and supplies (for example., stationery, furniture, paper)
  - Postage, courier and freight (for example, air freight, mailing services, storage)
  - Professional services (for example, legal, advertising, banking)
  - Transport (for example, flights, care hire, taxis)
  - Employee commute
  - Water (water supply and wastewater)
  - Working from home

## **Frequently Asked Questions**

We've answered a few more of your commonly asked questions below.

### **What if my business is in a co-working space?**

You may not have access to your electricity or other energy data in a co-working space, as these arrangements become more popular, we're working with providers to understand how they contract electricity and can support your net zero journey. If you indicate, you're in a co-working space and you can skip the energy data questions.

### **I'm new to the program and we haven't recorded our electricity and/or natural gas use yet, should I still report?**

If you are new to the program, we allow 12 months to report on your scope 1 (direct emissions, such as gas) and 2 (electricity) emissions and you can skip these questions for now. A guide to [measuring Scope 1 and 2 emissions](#), such as those from natural gas and electricity respectively, is available on the CitySwitch website.

### **How is CitySwitch accounting for working from home emissions?**

The pandemic has reset the way we work and flexible work from home policies are the norm in many office-based sectors. In this report, we're asking members to tick the box if their business is measuring the work from home footprint.

### **We have more than 20 offices, how do we report?**

Your program manager will be in touch to discuss how best to collect your data.

### **What happens to my data after reporting?**

Your business level data is never shared publicly but will be aggregated to form a collective [program report](#). We recommend you keep a copy of your results year on year to track your progress. CitySwitch is working with Kinesis to analyse the results, report on the trends and key achievements. Council partners will use their local government area level data to understand progress in reducing emissions from the office-based business sector.

CitySwitch respects the privacy of your organisational data. You can read the CitySwitch Privacy Statement here: <https://cityswitch.net.au/Privacy-Statement>

## **Contact us for help**

We hope this guide will prepare you to complete reporting efficiently and we thank you for your contribution.

As always, please reach out to your [program manager](#) with any questions or feedback on reporting.