1. What are the potential top-five sustainability issues for this client?

The top five sustainability issues faced by the clients are:

* **Operations: Involves management and monitoring of the following services to achieve sustainability practices.**

Energy and emissions.

Water management.

Waste management.

Travel and transport.

Biodiversity.

Sustainable buildings and communities.

Climate adaptation & resilience.

Procurement of goods and services.

Campus engagement.

* **Governance: Aligning sustainability with institutional strategy, stakeholder engagement.**

Integration with strategy (all levels).

Stakeholder inclusiveness (including especially First Nations peoples).

Reporting.

* **Teaching & Learning: Integrate sustainable practices and their awareness into the curriculum.**
  + Curriculum (core) development.
  + Work integrated learning.
  + Specialist interdisciplinary courses.
* **Engagement: Overall efficient sustainability can be achieved through the collaboration of various divisions.**
  + Cross sector collaboration leadership.
  + University engagement programs.
* **Research:** **Linking academic research to operational sustainability goals and industry partnerships.**
  + Public policy.
  + Industry partnerships.
  + Link with university operations & planning.
  + Knowledge Dissemination.

2. What are the best practices and tools to address these five issues?

Addressing the top five sustainability issues: Tools and Best practices:

* **Emissions and Energy Management :**
  + Energy use and carbon emission reduction.
  + Analytics monitoring and real-time trackingHVAC, refrigeration, and other systems maintenance that consume high energy.
  + Dynamic Waste Minimization.
  + **Tools:**
    - TCS iON Energy Management.
    - TCS Clever Energy™.
    - Digital Maturity Assessment.
* **Governance Integration:**
  + Sustainability Strategy Integration.
  + Stakeholder Inclusiveness.
  + Transparent Reporting.
  + **Tools:**
    - ESG Maturity Framework.
    - Materiality Assessments.
* **Curriculum and Student Engagement:**
  + Core Curriculum Development.
  + Work-Integrated Learning.
  + Interdisciplinary and Specialist Courses.
  + Community Engagement Programs.
  + **Tools:**
    - Phygital Learning Platforms.
    - Digital Engagement Tools.
* **Research-Practice Alignment:**
  + Industry-Academia Partnerships.
  + Operational Research Integration.
  + Knowledge Dissemination.
  + **Tools:**
    - Co-Research and Consulting Services.
    - Digital Collaboration Platforms.
* **Sustainable Procurement:**
  + Supply Chain Mapping.
  + Hotspot Analysis.
  + Risk and Impact Reduction Strategies.
  + Compliance with Standards.
  + **Tools:**
    - ISO 20400 Alignment.
    - Digital Procurement Platforms.
    - Circular Sourcing Strategies.

3. What are the business and government sustainability-related regulations for the client's industry (higher education)?

Universities in Australia are subject to the following:

**Regulation/Standards:**

* **NGER, National Greenhouse and Energy Reporting Act 2007** – Reports on Mandatory Emissions.
* **TEQSA, The Tertiary Education Quality and Standards Agency in Australia’s Higher Education Standards Framework (2021)** – Governance, management, institutional sustainability, and student achievement, as well as risk mitigation strategy.
* **Modern Slavery Act 2018** – Ethical disclosure of supply chain processes.
* **GRI, Global Reporting Initiative** – Sets guidelines for reporting on sustainable development.
* **ISO 14001/5001** – Relates to the systems for management of the environment and energy.