

Net Balance Global Reporting Initiative (GRI) G3 Assessment

Client

CitiPower and Powercor Review of 2008 Sustainability Report

Work Performed

- Assess the content of the Report against the core principles of the GRI, Indicators and Sector Supplement.
- Assess the content of the Report against esaa sustainable practice framework.

Legend

C	Conformance
PC	Partial Conformance
NR	Not Reported
NA	Not Applicable

Standard Disclosures - Profile					
1. Strategy and Analysis					
Profile Disclosure	Description	Reference	Report Status	Comments	Page Number
1.1	<p>Statement from the most senior decision-maker of the organisation</p> <p>The statement should present the overall vision and strategy for the short-term, medium-term (e.g., 3-5 years), and long-term, particularly with regard to managing the key challenges associated with economic, environmental, and social performance. The statement should include:</p> <ul style="list-style-type: none"> • strategic priorities and key topics for the short/medium-term with regard to sustainability, including respect for internationally agreed standards and how they relate to long-term organisational strategy and success; • broader trends (e.g., macroeconomic or political) affecting the organisation and influencing sustainability priorities; • key events, achievements, and failures during the reporting period; • views on performance with respect to targets; • outlook on the organisation's main challenges and targets for the next year and goals for the coming 3-5 years; and • other items pertaining to the organisation's strategic approach 	Letter from CEO	C		1
1.2	<p>Description of key impacts, risks, and opportunities.</p> <p>The reporting organisation should provide two concise narrative sections on key impacts, risks, and opportunities.</p> <p>Section One should focus on the organisation's key impacts on sustainability and effects on stakeholders, including rights as defined by national laws and relevant internationally agreed standards. This should take into account the range of reasonable expectations and interests of the organisation's stakeholders. This section should include:</p> <ul style="list-style-type: none"> • a description of the significant impacts the organisation has on sustainability and associated challenges and opportunities. This includes the effect on stakeholders' rights as defined by national laws and the expectations in internationally-agreed standards and norms; • an explanation of the approach to prioritising these challenges and opportunities; • key conclusions about progress in addressing these topics and related performance in the reporting period. This includes an assessment of reasons for underperformance or over-performance; and • a description of the main processes in place to address performance and/or relevant changes. <p>Section Two should focus on the impact of sustainability trends, risks, and opportunities on the long-term prospects and financial performance of the organisation. This should concentrate specifically on information relevant to financial stakeholders or that could become so in the future. Section Two should include the following:</p> <ul style="list-style-type: none"> • a description of the most important risks and opportunities for the organisation arising from sustainability trends; 	Letter from CEO	C		1
2. Organisational Profile					
Profile Disclosure	Description	Reference	Report Status	Comments	Page Number
2.1	Name of the organisation.	What's in this report	C		inside front cover
2.2	Primary brands, products, and/or services.	Who We Are	C		4
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	Who We Are	C		4
2.4	Location of organisation's headquarters.	Who We Are	C		4
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Who We Are	C		4
2.6	Nature of ownership and legal form.	Who We Are	C		4
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Who We Are	C		4
2.8	Scale of the reporting organisation, including: number of employees; net sales; total capitalisation broken down by in terms of debt and equity; and quantity of products or services provided.	Engaged workforce; Financial Performance	C		20, 24
2.9	Significant changes during the reporting period regarding size, structure, or ownership including: number of employees; net sales; total capitalisation broken down in terms or debt equity; and quantity of products and services provided.	Who We Are	C		4
2.10	Awards received in the reporting period.	Awards	C		40, 41
3. Report Parameters					
Profile Disclosure	Description	Reference	Report Status	Comments	Page Number
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Why We Report	C		Inside Front Cover
3.2	Date of most recent previous report (if any).	Why We Report	C		Inside Front Cover
3.3	Reporting cycle (annual, biennial, etc.)	Why We Report	C		Inside Front Cover
3.4	Contact point for questions regarding the report or its contents.	Contact Us	C		Inside Back Cover
3.5	Process for defining report content.	About This Report	C		Inside Front Cover
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	Why We Report; About This report	C		Inside Front Cover, 2

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Standard Disclosures - Profile					
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	About This Report	C		2, 3
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Who We Are	C		4-7, 11
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	About This Report	C		Throughout the Report
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	N/A	NA	Not applicable for this report.	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	About This Report	C		2
3.12	Table identifying the location of the Standard Disclosures in the report.	Website	C	GRI Table to be published on the website.	Website
3.13	Policy and current practice with regard to seeking external assurance for the report.	About This Report	C		3
4. Governance, Commitments, and Engagement					
Profile Disclosure	Description	Reference	Report Status	Comments	Page Number
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Corporate Governance	C		10
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Corporate Governance	C	Details regarding the Board of Directors can be found in the CitiPower and Powercor Australia Annual Report 2008.	10
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Corporate Governance	C	Details regarding the Board of Directors can be found in the CitiPower and Powercor Australia Annual Report 2008.	10
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Corporate Governance; Our Stakeholders	C		10, 14
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	Corporate Governance; Linking It Together	C		9, 11
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Corporate Governance	C		13
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	Corporate Governance	PC	Board and directors are selected based upon their experience and expertise.	10
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Corporate Governance	C		11
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Corporate Governance	C		13
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Corporate Governance	C		10
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Health and Safety	C	Prudent avoidance with regard to EMF.	37
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	Corporate Governance	C		2, 11, 13
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Corporate Governance; Our Stakeholders	C		3, 11, 17
4.14	List of stakeholder groups engaged by the organisation.	Our Stakeholders	C		16, 17
4.15	Basis for identification and selection of stakeholders with whom to engage.	Our Stakeholders	C	Explanation of stakeholder groups and mechanisms for engagement is reported.	14, 15, 16, 17
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Our Stakeholders	C		16, 17
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	Our Stakeholders	C		23, 25, 27, 37, 39

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Standard Disclosures - Profile					
Disclosures on Management Approach (DMAs)					
G3 DMA	Description	Reference	Report Status	Comments	Page Number
DMA EC	Disclosure on Management Approach on the following aspects: - Economic performance - Market presence - Indirect economic impacts	Financial performance	C		20, 21
	Goals and performance:	Financial performance	C		20, 21
	Policy	Financial performance	C		20, 21
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Financial performance	C		20, 21
DMA EN	Disclosure on Management Approach - Materials; - Energy; - Water; - Biodiversity; - Emissions, Effluents, and Waste; - Products and Services; - Compliance; - Transport; and - Quality	Environmental Management	C		30-35
	Goals and performance	Environmental Management	C		30-35
	Policy	Environmental Management	C		30-35
	Organisational Responsibility	Environmental Management	C		30-35
	Training and Awareness	Environmental Management	C		30-35
	Monitoring and follow up	Environmental Management	C		30-35
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Our stakeholders; Financial performance; Supply reliability and quality; Engaged Workforce; Customer Service; Environmental Management	C		14-37
DMA HR	Disclosure on Management Approach HR - Investment and procurement practices - Non-discrimination - Freedom of association and collective bargaining - Abolition of child labour - Prevention of forced and compulsory labour - Complaints and grievance practices - Security practices - Indigenous rights	Our Stakeholders; Engaged Workforce	C		17, 24, 25, 26
	Goals and performance	Engaged Workforce	C		24 - 26
	Policy	Engaged Workforce	C		24 - 26
	Organisational Responsibility	Engaged Workforce	C		24 - 26
	Training and Awareness	Engaged Workforce	C		24 - 26
	Monitoring and follow up	Engaged Workforce	C		24 - 26
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Engaged Workforce	C		24 - 26
DMA LA	Disclosure on Management Approach LA - Employment - Labour/management relations - Occupational health and safety - Training and education - Diversity and equal opportunity	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Goals and performance	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Policy	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Organisational Responsibility	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Training and Awareness	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Monitoring and follow up	Engaged Workforce; Health and safety	C		24 - 26, 36, 37
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Engaged Workforce; Health and safety	C		24 - 26, 36, 37

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Standard Disclosures - Profile					
DMA SO	Disclosure on Management Approach SO - Community - Corruption - Public Policy - Anti-competitive behaviour - Compliance	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 28, 36, 37
	Goals and performance	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 29, 36, 37
	Policy	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 28, 37
	Organisational Responsibility	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 28, 36, 37
	Training and Awareness	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 28, 37
	Monitoring and follow up	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 28, 37
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Corporate Governance; Customer Service; Health & Safety Management	PC	Some contextual information is provided.	12, 13, 28, 37
DMA PR	Disclosure on Management Approach PR - Customer health and safety - Product and service labelling - Marketing communications - Customer privacy - Compliance	Customer Service	C		27-29
	Goals and performance	Customer Service	C		27-29
	Policy	Customer Service	C		27-29
	Organisational Responsibility	Customer Service	C		27-29
	Training and Awareness	Customer Service	C		27-29
	Monitoring and follow up	Customer Service	C		27-29
	Additional contextual information such as - Key successes and shortcoming - Major organisational risks and opportunities - Major changes in the reporting period to improve performance - Key strategies for implementing policies or achieving performance.	Customer Service	C		27-29
Economic Performance Indicators					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Financial performance	C		20
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Linking it together	C		9
EC3	Coverage of the organisation's defined benefit plan obligations.		NR	Not reported	
EC4	Significant financial assistance received from government.		NR	Not reported	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.		NR	Not reported	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Customer Service	C		16, 28
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Engaged Workforce	PC	Information included on recruitment methods.	25
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Customer Service; Our Stakeholders	C		16, 28
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Financial performance	C	Further Detail is presented in the 2008 Annual Report	20, 21
Environmental Performance Indicators					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
EN1	Materials used by weight or volume.	Environmental Performance	C		32, 33, 34
EN2	Percentage of materials used that are recycled input materials.		NR	No recycled inputs reported.	
EN3	Direct energy consumption by primary energy source.	Environmental Management	C		33
EN4	Indirect energy consumption by primary source.	Environmental Management	C		31
EN5	Energy saved due to conservation and efficiency improvements.	Environmental Management	C		30, 31, 33
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Environmental Management	C		31
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.		C		30, 31, 33
EN8	Total water withdrawal by source.	Environmental Management	C		32, 34
EN9	Water sources significantly affected by withdrawal of water.		NA	Only potable water and rainwater is used in operations.	
EN10	Percentage and total volume of water recycled and reused.	Environmental Management	C		34
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Environmental Management	C	Bushfire mitigation and vegetation management, Environmental Impact Assessment assess and help to manage biodiversity.	32, 35

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Standard Disclosures - Profile					
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Environmental Management	C	Land impacts assessed high biodiversity value areas.	35
EN13	Habitats protected or restored.	Environmental Management	PC	Vegetation management mechanisms reported.	32
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Environmental Management	C		32, 35
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		NA	Red List Species not identified.	
EN16	Total direct and indirect greenhouse gas emissions by weight.	Environmental Management	C		31
EN17	Other relevant indirect greenhouse gas emissions by weight.	Environmental Management	C		31
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Environmental Management	C		31
EN19	Emissions of ozone-depleting substances by weight.		NA	Not considered material	
EN20	NOx, SOx, and other significant air emissions by type and weight.		NA	Not considered material	
EN21	Total water discharge by quality and destination.	Environmental Management	C	Waste Water Recycling	35
EN22	Total weight of waste by type and disposal method.	Environmental Management	C		35
EN23	Total number and volume of significant spills.	Environmental Management	C		35
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Environmental Management	C	PCBs, Asbestos reported	34
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.		NA	Work avoided in high biodiversity areas.	
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Business Growth	C		38, 39
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.		NA	Not considered applicable	
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Environmental Management	C		30
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Environmental Management	C	Transport Emissions reported.	31
EN30	Total environmental protection expenditures and investments by type.	Environmental Management	PC	Investments outlined, expenditures not reported.	30
Social Performance Indicators: Labour Practices and Decent Work					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
LA1	Total workforce by employment type, employment contract, and region.	Engaged Workforce	C		21
LA2	Total number and rate of employee turnover by age group, gender, and region.	Engaged Workforce	PC	Turnover rate disclosed but not broken down into categories.	21
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Engaged Workforce	PC	General description of benefits provided to employees.	25
LA4	Percentage of employees covered by collective bargaining agreements.		NR	Not reported.	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		NR	Not reported.	
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Health and Safety	C		36
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Engaged Workforce	C		37
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Health and Safety	C		36
LA9	Health and safety topics covered in formal agreements with trade unions.		NA	Health and Safety is legislated, therefore not required in trade union agreements.	
LA10	Average hours of training per year per employee by employee category.	Engaged Workforce	PC	Training reported, but not broken down by employee category.	25
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Engaged Workforce	C		25
LA12	Percentage of employees receiving regular performance and career development reviews.	Engaged Workforce	C		26
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Engaged Workforce	PC	Breakdown by gender and position.	24
LA14	Ratio of basic salary of men to women by employee category.		NR	Not reported.	

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Standard Disclosures - Profile					
Social Performance Indicators: Human Rights					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.		NR	Not reported.	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.		NR	Not reported.	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		NR	Not reported.	
HR4	Total number of incidents of discrimination and actions taken.	Engaged Workforce	C		26
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		NR	Not reported.	
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.		NA	Not applicable.	
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.		NR	Not reported.	
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.		NR	Not reported.	
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		NR	Not reported.	
Social Performance Indicators: Society					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Corporate Governance; Customer Service; Health & Safety Management	C		12, 13, 16, 28, 36, 37
SO2	Percentage and total number of business units analysed for risks related to corruption.		NR	Not reported.	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.		NR	Not reported.	
SO4	Actions taken in response to incidents of corruption.		NR	Not reported.	
SO5	Public policy positions and participation in public policy development and lobbying.		NR	Not reported.	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		NR	Not reported.	
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.		NR	Not reported.	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Environmental Management	PC	Enviornmental compliance reported.	30
Social Performance Indicators: Product Responsibility					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.		NR	Not reported.	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.		NR	Not reported.	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.		NR	Not reported.	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		NR	Not reported.	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Engaged Workforce	C		27-29
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		NR	Not reported.	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		NR	Not reported.	
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		NR	Not reported.	
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Environmental Management	PC	Enviornmental compliance reported.	30

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Standard Disclosures - Profile					
GRI Electric Utility Sector Supplement Indicators					
Performance Indicator	Description	Reference	Report Status	Comments	Page Number
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	Who We Are	C		6, 7
EU2	Net energy output broken down by primary energy source and by regulatory regime.	Who We Are	C		6, 7
EU3	Number of residential, industrial and commercial customer accounts.	Who We Are; Our Stakeholders	C		6, 7, 15, 16
EU4	Length of above and underground transmission and distribution lines by regulatory regime.	Who We Are; Supply Reliability and Quality	PC	Area Covered and Voltage reported, Length of lines not reported.	6, 7, 23
EU5	Allocation of CO2e emissions allowances or equivalent, broken down by carbon trading framework.		NA	Not applicable to Victoria.	
EU6	Management approach to ensure short and long-term electricity availability and reliability.	Message from the CEO; Supply Reliability and Quality	C		1, 23
EU7	Demand-side management programs including residential, commercial, institutional and industrial programs.	Supply Reliability and Quality; Environmental Management	C		23, 31
EU8	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Environmental Management	C	Solar Cities Project.	31
EU9	Provisions for decommissioning of nuclear power sites.		NA	Not relevant to CitiPower & Powercor	
EU10	Planned capacity against projected electricity demand over the long-term, broken down by energy source and regulatory regime	Message from the CEO; Supply Reliability and Quality	C	Programs reported, and details available on website.	1, 23
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime.		NA	Not relevant to CitiPower & Powercor	
EU12	Transmission and distribution losses as a percentage of total energy	Who We Are	C		6, 7
EU13	Biodiversity of offset habitats compared to biodiversity of the affected areas		NR	Not reported.	
EU14	Programs and processes to ensure the availability of a skilled workforce.	Engaged Workforce	C		25
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region		NR	Not reported.	
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	Engaged Workforce; Health and safety	C		26, 36
EU17	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities		NR	Not reported.	
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Engaged Workforce; Health and safety	C	Type of training reported. However by law all contractors need to be trained in Health and Safety, therefore 100% of contractors are trained.	26, 36
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development	Environmental Management	PC	Consultation on amenity is considered for new developments.	35
EU20	Approach to managing the impacts of displacement		NA		
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	Message from the CEO; Supply reliability and quality; Environmental Management Awards	C		1, 23, 32, 41
EU22	Number of people physically or economically displaced and compensation, broken down by type of project		NA		
EU23	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	Environmental Management; Business Growth; Customer Service	C	Solar Cities Project, Smart Meters, customer service.	31, 39
EU24	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services		NR	Not reported.	
EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	Engaged Workforce; Health and safety	C		26, 36
EU26	Percentage of population unserved in licensed distribution or service areas		NR	Not reported.	
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime		NR	Not reported.	
EU28	Power outage frequency	Supply reliability and quality	C		22
EU29	Average power outage duration	Supply reliability and quality	C		22
EU30	Average plant availability factor by energy source and by regulatory regime		NA	Not relevant to CitiPower & Powercor	
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Performance Indicator	Description	Reference	Report Status	Comments	Page Number
1	Maintain good corporate governance practices	Report 4.1 – 4.10, 4.12; EC2, SO8.	C		See Above
2	Deliver value to shareholders, customers and the community	Report EC1, EC8.	C		See Above
3	Provide a safe, secure and reliable energy supply	Report EU6,EU25.	C		See Above
4	Engage key internal and external stakeholders on significant sustainability matters	Report 4.14 – 4.17.	C		See Above
5	Maintain and enhance workforce health, safety, wellbeing and development	Reported LA2, LA6, LA7, LA10, LA14 HR4, EU14, EU18.	PC	LA14 not reported.	See Above
6	Develop and implement climate change responses	Report EN6, EN16, EN18.	C		See Above
7	Improve environmental performance and resource efficiency	Report EN12, EN14, EN21, EN22, EU12.	C		See Above
8	Foster and support community programs	Reported against S01	C		See Above
9	Promote measurement and reporting of sustainability performance	Table to be included on website	C		See Website