

# ActewAGL Sustainability Report

2011-12



**ActewAGL** 

*for you*

## Contents

About this report	2
ActewAGL's Sustainability highlights	4
About ActewAGL	6
Sustainability at ActewAGL	8
ActewAGL Action Plan	10
Global Reporting Initiative indicators	16





## About this report

ActewAGL publishes its Sustainability Report annually.

Copies of this report are available from [actewagl.com.au/publications](http://actewagl.com.au/publications).

The report should be read in conjunction with ActewAGL's Annual Report for 2011–12 which can also be viewed online.

## Report scope

This report covers the activities and operations of ActewAGL, which is primarily based in the Australian Capital Territory (ACT) in Australia.

The activities and operations of ActewAGL's owners (namely AGL, ACTEW Corporation and Jemena) are not included in this report.

To the best of ActewAGL's knowledge, all information contained within this report was accurate at the time of publication.

## Reporting period

Unless otherwise stated, the data presented in this report covers ActewAGL's performance relating to sustainability during the 2011–12 financial year (1 July 2011 through to 30 June 2012).

## Assurance and verification

The Sustainability Report is subject to a limited assurance audit by an external provider every second year. Last year's report (2010–11) was assured by Net Balance Management Group Pty Ltd.

## Global reporting initiative

This report includes an assessment of ActewAGL's sustainability performance against the Global Reporting Initiative (GRI) G3 performance indicators. It is ActewAGL's view that this report fulfils the requirements of GRI Level C.

Please see "Global Reporting Initiative indicators" on page 16 .

## Report content

This Sustainability Report details ActewAGL's progress against the objectives established in the Sustainability Strategy 2010 – 2015. The Sustainability Strategy was developed in consultation with the Board and with representatives from throughout the organisation. The strategy builds on the activities developed and implemented under the previous Environmental Management Plan 2005 – 2010 and ensures government policy initiatives and climate change impacts are adequately addressed.

## Target audience

The Sustainability Report contains relevant information about ActewAGL's sustainability plans and performance over the past year. The information and reporting contained within the report is directed at ActewAGL's key stakeholders, identified on the basis of their direct interest or involvement in the activities and business of ActewAGL.

ActewAGL's primary stakeholder segments include:

- customers
- staff
- suppliers and industry partners
- owners
- Federal and local government stakeholders
- local community groups.

ActewAGL regularly engages with its stakeholder segments through a variety of mechanisms, including annual customer surveys, periodic employee surveys, meetings and participation in community events and public forums.

## Contact us

If you would like to provide feedback or suggestions, please email [publications@actewagl.com.au](mailto:publications@actewagl.com.au).

# ActewAGL's Sustainability highlights 2011–12

Our customers	<ul style="list-style-type: none"> <li>• Achieved 83 per cent 'overall satisfaction with products and services'</li> <li>• Total number of Greenchoice customers increased from 19,896 in 2010–11 to 20,001 in 2011–12</li> <li>• Servicing 173,186 electricity network customers and connections</li> <li>• Servicing 127,782 gas network customers and connections .</li> </ul>
Our community	<ul style="list-style-type: none"> <li>• Sponsored over 150 charities, schools, community groups, sporting teams and businesses in Canberra and south-east NSW</li> <li>• Conducted a number of community awareness campaigns including safety, vegetation management and 'Dial Before You Dig'</li> <li>• Sponsored, and participated in, a number of environmental events, including Earth Hour, Walk against Warming and the Living Green Festival.</li> </ul>
Our people	<ul style="list-style-type: none"> <li>• Employed 1,170 staff at 30 June 2012</li> <li>• 26 Lost Time Injuries occurred throughout the reporting period resulting in a Lost Time Injury Frequency Rate of 13.5 injuries per million hours</li> <li>• Invested \$3.6 million in staff training and development</li> <li>• Employed five trainees, 33 apprentices, six graduates and seven cadets throughout the organisation</li> <li>• Average staff turnover of 12.6 per cent.</li> </ul>
Our environment	<ul style="list-style-type: none"> <li>• Progressed a number of major projects, including the interconnect for the second electricity supply to the ACT</li> <li>• Established a CNG refuelling station in Fyshwick.</li> </ul>
Economic indicators	<ul style="list-style-type: none"> <li>• \$162.6 million operating profit after tax</li> <li>• \$722.1 million revenue from continuing operations</li> <li>• \$87.4 million returned to Joint Venture owners.</li> </ul>



# Message from the CEO

Looking ahead and planning for the future has been a priority for ActewAGL over the past few years. We have established an improved business planning process to identify objectives and initiatives that will ensure our future as a leading energy provider in the ACT and to help us become the type of organisation we aim to be in the long-term. During the year, ActewAGL continued to develop and implement the Strategic Outlook 2012 – 2022 along with the Sustainability Strategy 2010 – 2015.

2011–12 was our second year of progressing actions against the ActewAGL Sustainability Strategy 2010 – 2015 and the Joint Venture Board and I have been pleased with the organisation's performance. ActewAGL's Sustainability Strategy 2010 – 2015 sets out ActewAGL's environmental and sustainability objectives which include:

- demonstrate leadership in sustainability
- ensure operations are performed in an efficient and sustainable manner
- strengthen employee awareness and practice of sustainability principles
- work in partnership with customers and the community to encourage and motivate responsible sustainability behaviour.

During the year, we successfully completed a number of works on our electricity and gas networks to ensure reliability of service and to meet future demand requirements.

We achieved significant milestones in relation to a number of our environmental objectives, such as achieving a 5.5 NABERS star rating for ActewAGL House and the continued sponsorships of, and partnerships with, environmentally responsible initiatives in the community.

We also focused on assisting customers manage their energy consumption and bills through initiatives such as the ActewAGL Assist program.

For the past 11 years, ActewAGL has operated and maintained ACTEW Corporation's water and sewerage network and business under the Utilities Management Agreement. From 1 July 2012, the water and sewerage business was separated from ActewAGL's electricity and gas businesses, and Water division was integrated into ACTEW Corporation. This decision follows a review that recommended that the integration would provide the best opportunity to balance profit, customer value and community wellbeing in the long-term.



## Action Plan 2011–12

ActewAGL's Environmental Action Plan contains initiatives and targets that help to achieve the objectives described in the Sustainability Strategy 2010 – 2015. For performance against the "ActewAGL Action Plan" see page 10.

## Global Reporting Initiative

Every year ActewAGL reports against the Global Reporting Initiative (GRI) G3 guidelines. Reporting against these guidelines is voluntary but demonstrates ActewAGL's commitment to sustainability and transparency. You can find this report on page 16.

## Thanks

A handwritten signature in black ink, appearing to read "Michael Costello". The signature is fluid and cursive, written over a white background.

Michael Costello AO  
Chief Executive Officer



## About ActewAGL

On 3 October 2000, ACTEW Corporation and the Australian Gas Light Company formed a Joint Venture, ActewAGL, which became the first multi-utility in Australia operating as a public-private partnership.

ActewAGL combined ACTEW Corporation's network and retail electricity business with AGL's ACT and Queanbeyan network and retail gas business.

ACTEW Corporation retained ownership of the water and wastewater assets, with ActewAGL operating and maintaining the water and wastewater network under the Utilities Management Agreement.

## Two partnerships

The ActewAGL Distribution partnership is equally owned by SPI (Australia) Assets Pty Ltd and ACTEW Corporation Ltd via their respective subsidiary companies, Jemena Networks (ACT) Pty Ltd and ACTEW Distribution Ltd.

The ActewAGL Retail partnership is owned equally by AGL Energy Ltd and ACTEW Corporation Ltd via their respective subsidiary companies, AGL ACT Retail Investments Pty Ltd and ACTEW Retail Ltd.

## ActewAGL's owners

ACTEW Corporation is owned by the ACT Government. Its voting shareholders are the ACT Chief Minister and Deputy Chief Minister. It owns the ACT's water and wastewater assets.

AGL is one of the Australian Stock Exchange's top 50 companies. It includes retail and merchant energy businesses, power generation assets and an upstream gas portfolio.

Jemena is one of Australia's leading energy infrastructure companies and is ultimately owned by SPI (Australia) Assets Pty Ltd.

## ActewAGL's functions

ActewAGL Distribution owns and operates the electricity network in the ACT and the gas network in the ACT, Shoalhaven and Queanbeyan regions.

ActewAGL continued to manage the ACT's water and wastewater network on behalf of ACTEW Corporation until 30 June 2012. From 1 July 2012, the operation of the water and wastewater assets and business integrated with ACTEW Corporation. ActewAGL continues to provide corporate and retail services to ACTEW Corporation for the water and wastewater business under a number of agreements.

ActewAGL Retail provides customer services, sales and marketing.

## Area of operations

ActewAGL's energy network operations are located in the ACT, but the retailing of energy occurs throughout the Capital region which extends to areas such as Goulburn, Booroowa, Yass, Young and the Shoalhaven region.

## The ActewAGL Joint Venture Board

ActewAGL is governed by a Joint Venture comprised of six Board members, of which three are appointed by the ACTEW partners and three by the AGL/Jemena partners.

## Board committees

In May 2011, the Board established the Safety and Environment Committee to advise the Board on the effective discharge of its responsibilities in relation to safety and the environment. This Committee replaced the Environment Management Committee.

The Committee met three times during 2011–12 to ensure that ActewAGL pursues best practice safety and environmental management and to assist the Board in promoting a culture in ActewAGL where safety and environmental awareness are embedded in everyday business practices. The Committee visited operational sites in Fyshwick and Greenway as well as the retail and customer services areas in ActewAGL House to discuss safety and environment issues directly with employees.

Committee members in 2011–12 were Mr Michael Easson (Chairman), Mr Mark Sullivan and Mr Paul Adams.

Further information relating to ActewAGL's board committees and committee structure can be found in the ActewAGL Annual Report 2011–12.



## Sustainability at ActewAGL

The Sustainability Strategy 2010 – 2015 sets out ActewAGL's strategic intent, major sustainability and environmental issues, key principles and objectives, and associated action plans and targets. The Strategy outlines a systematic approach aimed at embedding sustainability considerations and measures into the business and across divisions and business units throughout the organisation.

### Sustainability Strategy

#### Sustainability at ActewAGL

Provides an overview of what sustainability means to ActewAGL.

#### Sustainability priorities

Provides an overview of ActewAGL's four key sustainability principles.

#### Implementation and reporting

Provides an overview of how sustainability initiatives will be embedded.

#### Action plan

Outlines the initiatives to be implemented.

The Strategy aims to address sustainability and what it means for ActewAGL, and to prioritise a suite of initiatives to address key sustainability factors relevant to ActewAGL's business operations. ActewAGL has developed four key sustainability principles that guide its overall sustainability performance.

### Key sustainability principles

The following four key sustainability principles have been developed to address the sustainability risks and opportunities facing ActewAGL and guide ActewAGL's overall sustainability performance.

#### Principle 1 – Demonstrate leadership in sustainability

ActewAGL recognises that climate change has become the pre-eminent sustainability issue and threatens to significantly change the physical environment for current and future generations. As the energy sector is a significant contributor to greenhouse gas emissions, ActewAGL believes it has a responsibility to take leadership on this critical sustainability issue and reduce its carbon footprint wherever possible. ActewAGL recognises that in order to meet current energy needs without compromising the needs of future generations, energy supply and use must be cleaner, more productive and more secure. ActewAGL intends to contribute to the ongoing debate, actively participate in government

initiatives to reduce greenhouse gas emissions and investigate cost-effective generation of renewable or cleaner generation.

#### Principle 2 – Ensure the operations of the organisation are performed in an efficient and sustainable manner

ActewAGL's priority is to ensure the safe and reliable supply of energy. In doing so, ActewAGL will continue to manage and operate its networks to ensure that its operations are performed in an efficient and sustainable manner. This includes continued efforts to improve the overall efficiency of its operations, establishing targets to reduce resource use from its operations, and reducing waste generated and related recycling. Over time, ActewAGL will work to identify and assess the suitability of further abatement opportunities, such as the purchase of offsets.

In addition, ActewAGL recognises that, as a relatively large organisation, its decisions and requirements can influence the actions of its suppliers and contractors.

**Principle 3 – Strengthen employee awareness and practice of sustainability principles**

Changes to the energy and water sector and operations of ActewAGL hold significant implications for ActewAGL's employees. It is important that ActewAGL employees understand and participate in the ongoing changes in the industry, external policy drivers and the business directions of the organisation.

**Principle 4 – Work in partnership with our customers and the community to encourage and motivate responsible sustainable behaviour**

As the sustainability debate proceeds, the ACT community will increasingly require leadership and solutions from ActewAGL. ActewAGL is well-positioned to respond to the needs of the community in terms of identifying, promoting and implementing responsible outcomes, and offering advice and assistance to its customers. ActewAGL will aim to remain at the forefront of sustainable practices that deliver benefits to its stakeholders and to the community.



## ActewAGL Action Plan

ActewAGL developed and implemented a 2011–12 Action Plan, the second annual program to be implemented under the Sustainability Strategy 2010 – 2015. The plan outlined the initiatives to be undertaken by ActewAGL to address its four key sustainability principles.

The following table summarises the progress that ActewAGL made against the tasks identified in the Action Plan 2011–12.

Category	Total number of tasks	Number of tasks not started	Number of tasks in progress	Number of tasks completed
<b>Principle 1: Demonstrate leadership in sustainability</b>				
Support the achievement of government sustainability policies and targets	3	0	0	3
Participate in renewable energy generation projects	2	0	2	0
Encourage and support the culture and practice of corporate social responsibility within the energy and water sectors	4	0	0	4
<b>Principle 2: Ensure the operations of the organisation are performed in an efficient and sustainable manner</b>				
Reduce the greenhouse gas emissions arising from its operations	7	0	3	4
Meet and strive to exceed environmental regulatory compliance requirements	1	0	0	1
Work with contractors and suppliers to ensure positive environmental and social outcomes	2	0	0	2
Regularly review and improve its sustainability management and reporting systems and processes	3	0	0	3
<b>Principle 3: Strengthen employee awareness and practice of sustainability principles</b>				
Educate its employees to conduct their activities in a responsible manner	1	0	0	1
Encourage staff participation and innovation	1	0	0	1
Identify and control environmental and social wellbeing risks in the workplace	3	0	1	2
<b>Principle 4: Work in partnership with our customers and the community to encourage and motivate responsible and sustainable behaviour</b>				
Engage with customers and the community in sustainability initiatives	6	0	0	6
Develop and implement innovative and efficient products and services	4	0	1	3
Provide timely information on sustainability to our customers	3	0	1	2
<b>Totals</b>	<b>40</b>	<b>0</b>	<b>8</b>	<b>32</b>



	Objective	Initiative	Outcome
1	PRINCIPLE 1 – TO DEMONSTRATE LEADERSHIP IN SUSTAINABILITY		
1.1	Support the achievement of government sustainability policies and targets.	Monitor and report on output figures related to the Feed in Tariff (FiT) scheme.	As at 30 June 2012, ActewAGL was paying 9,384 customers the FiT.
1.2		Continue to work with the ACT and Federal Governments as they implement their climate change policies.	ActewAGL participated in the ACT large scale solar auction.
1.3		Provide input to ACT Government discussion papers on energy and/or climate change policy.	ActewAGL provided responses to a number of discussion papers, including: <ul style="list-style-type: none"> <li>the Issues Paper, Energy Market Arrangements for Electric and Natural Gas Vehicles, issued by the Australian Energy Market Commission</li> <li>Weathering the Change, Draft Action Plan 2, Pathway to a Sustainable and Carbon Neutral ACT 2011 – 2060, issued by the ACT Government.</li> </ul>
1.4	Participate in renewable energy generation projects	Commission a solar power facility in the ACT.	This item remains ongoing.
1.5		Evaluate the feasibility of active participation in the domestic solar PV market.	This item remains ongoing.
1.6	Encourage and support the culture and practice of corporate social responsibility within the energy and water sector.	Ensure that the number of certificates surrendered annually by ActewAGL meets the legislated requirement for mandatory environmental targets set in NSW and the ACT.	The legislated requirements for mandatory environmental schemes were met by the surrender of sufficient certificates required in order to offset ActewAGL's liability.
1.7		Investigate participation by ActewAGL in the Corporate Responsibility Index (CRI).	ActewAGL intends to work to increase its rating under the G3 Sustainability Performance Guidelines.
1.8		Report against the G3 Sustainability Performance Guidelines set by the Global Reporting Initiative.	ActewAGL reported against the G3 Sustainability Performance Guidelines set by the GRI as part of the 2010 – 2011 Sustainability Report.
1.9		Support ACTEW Corporation in enhancing water catchment management through the implementation of the Source Water Protection program.	Water division established an Environment Group to assist in the management of environment issues.

Objective	Initiative	Outcome
2 PRINCIPLE 2 – TO ENSURE THE OPERATIONS OF THE ORGANISATION ARE PERFORMED IN AN EFFICIENT AND SUSTAINABLE MANNER		
2.1	Reduce the greenhouse gas emissions arising from its operations.	Monitor and report greenhouse gas emissions.
		Total direct and indirect greenhouse gas emissions for 2011–12 were: <ul style="list-style-type: none"> <li>• scope 1 emissions: 68,765 tCO<sub>2</sub>e</li> <li>• scope 2 emissions: 150,201 tCO<sub>2</sub>e.</li> </ul>
2.2	Record energy use at all major ActewAGL sites and develop / implement strategies to minimise usage.	Energy consumption is captured through the Be Green reporting.
2.3	Record fleet petrol, diesel and CNG usage and develop / implement strategies to minimise usage.	ActewAGL records and monitors the composition of its fleet, the type of fuel used within the fleet and fuel consumption.
2.4	Introduce at least five electric vehicles into the ActewAGL fleet.	ActewAGL has three electric vehicles in its fleet as at 30 June 2012.
2.5	Cost and develop a plan to offset the emissions associated with ActewAGL's office electricity use and its vehicle fleet through renewable energy and/or abatement purchases.	The evaluation indicated this item was achievable. Implementation will occur during 2012–13.
2.6	Work to progressively achieve a NABERS energy rating for key ActewAGL facilities.	ActewAGL House received a 5.5 star NABERS energy rating.
2.7	Maintain measurable gas emissions of sulphur hexafluoride (SF <sub>6</sub> ) to less than one percent of sub-transmission network inventory levels.	The quantity of SF <sub>6</sub> gas for equipment in the electricity network was measured and monitored throughout the reporting period.
2.8	Meet, and strive to exceed environmental regulatory compliance requirements.	Operate with no material adverse findings by the environmental regulators.
		ActewAGL has not had any material environmental issues or legislative breaches during the reporting period.
2.9	Work with contractors and suppliers to ensure positive environmental and social outcomes.	Ensure ActewAGL's environment policy requirements are included in all contract and tender documents.
		A relevant clause is included in ActewAGL's tender documentation in order to ensure suppliers understand their environmental obligations and ActewAGL's requirements.
2.10	Give preference to more environmentally responsible suppliers (all other things being equal) in competitive supply proposals.	The evaluation of contracts involves a number of elements. In general, preference is shown via the weighting of the individual elements used to assess a contract.

	Objective	Initiative	Outcome
2.11	Meet and strive to exceed environmental regulatory compliance requirements.	Operate with no material adverse findings by the environmental regulators.	ActewAGL has not had any material environmental issues or legislative breaches during the reporting period.
2.12		Comply with the reporting requirements of any new energy and/or climate change legislation.	This item remains ongoing.
2.13		Produce an annual sustainability report using the accepted reporting indices.	This item has been completed.
3	PRINCIPLE 3 – STRENGTHEN EMPLOYEE AWARENESS AND PRACTICE OF SUSTAINABILITY PRINCIPLES		
3.1	Educate its employees to conduct their activities in a responsible manner.	Continue to execute the internal sustainability awareness campaign, Be Green.	The Be Green campaign continued throughout the reporting period. Activities conducted as part of the campaign include monitoring and reporting electricity, water and paper usage, running staff promotions directed at staff who work to reduce their impact on the environment, monitoring computers being left on overnight, provision of tips on the company intranet, quarterly distribution of the Green Zone newsletter and promotion of events through posters and emails.
3.2	Encourage staff participation and innovation.	Introduce and operate an employee award for excellence that recognises proactive action on sustainability.	An employee award for environmental excellence has been established.
3.3	Identify and control environmental and social wellbeing risks in the workplace	Implement the EHSQ Strategy.	A comprehensive EHSQ is currently being implemented throughout the organisation.
3.4		Inspect all zone substations sites and progressively inspect meter boxes not previously inspected for material containing asbestos.	All zone substations have been inspected.
3.5		Maintain the polychlorinated biphenyls (PCB) management plan and oil-management strategy by testing 200 samples from selected sites for scheduled PCBs.	PCB testing was progressively undertaken throughout the reporting period.



	Objective	Initiative	Outcome
<b>4</b>	<b>PRINCIPLE 4 – TO WORK IN PARTNERSHIP WITH OUR CUSTOMERS AND THE COMMUNITY TO ENCOURAGE AND MOTIVATE RESPONSIBLE AND SUSTAINABLE BEHAVIOUR</b>		
4.1	Engage with customers and the community in sustainability initiatives.	Develop a communications campaign to promote energy-saving tips during summer and winter, including the promotion of content on the website.	A communications campaign to promote energy-saving tips during summer and winter was developed and implemented throughout the reporting period.
4.2		Measure community needs and expectations in greenhouse abatement through the annual customer satisfaction survey.	A survey was undertaken in April / May 2011.
4.3		Increase online capabilities and implement electronic publications to reduce paper use.	Connected was distributed as an online publication for office based staff. Electronic newsletters were also distributed for the internal Be Green campaign and the ActewAGL Kids club. The Sustainability Report was published as an online publication.
4.4		Sponsor at least five sustainable events across Canberra and the region and continue to deliver the Green Grants program.	ActewAGL sponsored a number of sustainable events including Earth Hour, Walk Against Warming, Green Savvy Sunday, the ACT Electric Vehicle Council, the Canberra International Electric Vehicle Festival and World Environment Day.
4.5		Work with partners to provide alternative vehicle infrastructure throughout the ACT, including electric vehicle infrastructure.	ActewAGL continued to work with organisations such as the ACT Electric Vehicle Council throughout the reporting period.
4.6		Work to expand the use of Compressed Natural Gas (CNG) in vehicle fleets throughout the ACT.	This item remains ongoing.
4.7	Develop and implement innovative and efficient products and services	Offer new energy efficiency products and services to customers.	A number of new products and services were released throughout the reporting period.
4.8		Identify co-generation opportunities for major business customers and develop proposals where feasible.	ActewAGL is continuing to monitor the ACT large customer market for co-generation opportunities.
4.9		Achieve a five percent increase in Greenchoice customers.	A 4.4 per cent increase in Greenchoice customers was achieved during the reporting period.
4.10		Commence smart network trials.	ActewAGL successfully completed specific network trials.

	Objective	Initiative	Outcome
4.11	Provide timely information on sustainability to our customers	Provide educational material and advice on energy and resource management through the ActewAGL website.	The energy and water-savings calculator on the ActewAGL website was developed to promote energy-saving tips and educate customers about common appliance energy consumption.
4.12		Review the education website and create a strategic plan outlining how the website will be redeveloped so that an average of 20,000 visitors each month can be achieved.	The Education website was reviewed and a strategic plan developed outlining how the website could be redeveloped to achieve 20,000 visitors each month. Some of the recommendations in the plan are expected to be implemented during the 2012–13 financial year.
4.13		Develop and enhance new and existing water related educational programs, as directed by ACTEW Corporation	A dedicated resource within Water Division provides water related educational programs when requested.

# Global Reporting Initiative indicators

Economic Indicators			
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.	Revenue from continuing operations	\$722.1 million
		Total expenses from continuing operations	\$566.4 million
		Employee costs	\$107.9 million
		Donations	\$94,800
		Distribution to partners	\$87.4 million
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	ActewAGL is currently developing its carbon strategy and is working to better understand the impact of climate change on its operations. Major climate change and environmental management matters are considered in ActewAGL's risk register.	
EC4	Significant financial assistance received from government.	None.	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Entry level trainees and first year apprentices under 21 years of age: 94 per cent federal adult minimum wage. Other entry level wages and salaries (depending on trade and profession) range from 154 per cent to 177 per cent of the federal adult minimum wage.	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	ActewAGL's Corporate Policy 8.4 on Purchasing Goods and Services includes provisions to maximise purchasing from suppliers in the ACT region.	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Senior management vacancies are normally advertised in the local and national media. ActewAGL applies the merit principle when recruiting staff and is committed to providing all employees with development opportunities and meaningful career pathways.	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Refer to the <i>ActewAGL Annual Report 2011–12</i> , Major Projects.	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Refer to the <i>ActewAGL's Annual Report 2011–12</i> , Our Customers and the Community.	



## Environmental Indicators

EN3	Direct energy consumption by primary energy source.	<p>Electricity consumption: 36,049 MWh</p> <p>Natural gas consumption (operations): 30,147GJ</p> <p>Natural gas consumption (vehicles): 389 GJ</p> <p>Petroleum products (petrol, diesel, LPG and fuel oil): 3,188 kL</p>
EN4	Indirect energy consumption by primary source.	<p>Electricity distribution network losses: 132,717 MWh</p> <p>Natural gas losses (natural gas distribution): 143,801 GJ</p> <p>Natural gas losses (natural gas transmission): 1,976 GJ</p>
EN5	Energy saved due to conservation and efficiency improvements.	<p>Conservation and efficiency improvements undertaken by ActewAGL in order to save energy include:</p> <ul style="list-style-type: none"> <li>• relocating its corporate headquarters to a new energy-efficient building;</li> <li>• implementation of ActewAGL's internal Be Green campaign which aims to encourage and assist staff conserve energy and resources at the workplace; and</li> <li>• continued review of the composition of the vehicle fleet to encourage the progressive conversion of the fleet to alternate fuels (including CNG and electricity) where possible.</li> </ul>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	<p>ActewAGL has undertaken a number of initiatives including:</p> <ul style="list-style-type: none"> <li>• a Green Grants program directed at schools and not for profit organisations</li> <li>• energy saving tips and advice for customers on ActewAGL's corporate website, including a carbon calculator</li> <li>• active support for the provision of alternative transport options including electric vehicle infrastructure in the ACT</li> <li>• active support for the provision of alternative transport options through the provision of CNG refuelling infrastructure</li> <li>• purchase / leasing of electric vehicles for the ActewAGL fleet to replace fossil fuel vehicles.</li> </ul>

EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	ActewAGL has undertaken a number of initiatives including: <ul style="list-style-type: none"> <li>the purchase of power by ActewAGL from solar generators throughout the ACT</li> <li>refer to the additional measures listed at EN5.</li> </ul>										
EN8	Total water withdrawal by source.	Refer to the <i>ActewAGL Annual Drinking Water Quality Report</i> .										
EN9	Water sources significantly affected by withdrawal of water.	Refer to the <i>ActewAGL Annual Drinking Water Quality Report</i> .										
EN10	Percentage and total volume of water recycled and reused.	Refer to the <i>ActewAGL Annual Drinking Water Quality Report</i> .										
EN13	Habitats protected or restored.	Refer to the <i>ActewAGL Annual Drinking Water Quality Report</i> .										
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	ActewAGL's environment policy commits to satisfying operating license requirements by complying with all environment and heritage protection legislation relating to its activities, and encouraging all suppliers and contractors to meet the same standards. When active in protected areas and/or on Controlled Land, ActewAGL works to the Code of Practice under the Activities Management Agreement, collaborating with ACT Parks and Conservation Service to protect environmental and heritage values.										
EN16	Total direct and indirect greenhouse gas emissions by weight.	<table border="1"> <thead> <tr> <th>Emissions</th> <th>NGER 2012 value</th> </tr> </thead> <tbody> <tr> <td>Total scope 1 emissions</td> <td>68,765 tCO<sub>2</sub>e</td> </tr> <tr> <td>Total scope 2 emissions</td> <td>150,201 tCO<sub>2</sub>e</td> </tr> </tbody> </table>	Emissions	NGER 2012 value	Total scope 1 emissions	68,765 tCO <sub>2</sub> e	Total scope 2 emissions	150,201 tCO <sub>2</sub> e				
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EN17	Other relevant indirect greenhouse gas emissions by weight.	<table border="1"> <thead> <tr> <th>Emissions</th> <th>NGER 2012 value</th> </tr> </thead> <tbody> <tr> <td>Total scope 3 emissions</td> <td>19,060 tCO<sub>2</sub>e</td> </tr> </tbody> </table>	Emissions	NGER 2012 value	Total scope 3 emissions	19,060 tCO <sub>2</sub> e						
Emissions	NGER 2012 value											
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EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	<table border="1"> <tbody> <tr> <td>Purchase of GreenPower by ActewAGL</td> <td>189 MWh</td> </tr> <tr> <td colspan="2">Emission reductions:</td> </tr> <tr> <td>Scope 1</td> <td>5,950 tCO<sub>2</sub>e</td> </tr> <tr> <td>Scope 2</td> <td>1,865 tCO<sub>2</sub>e</td> </tr> <tr> <td>Scope 3</td> <td>818 tCO<sub>2</sub>e</td> </tr> </tbody> </table> <p>See also the initiatives outlined at EN5 and EN7.</p>	Purchase of GreenPower by ActewAGL	189 MWh	Emission reductions:		Scope 1	5,950 tCO <sub>2</sub> e	Scope 2	1,865 tCO <sub>2</sub> e	Scope 3	818 tCO <sub>2</sub> e
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EN19	Emissions of ozone-depleting substances by weight.	<p>R22 = 20 kg</p> <p>R410a = 0 kg</p> <p>R134a = 52.1 kg</p>										

EN20 NOx, SOx, and other significant air emissions by type and weight.

The information below relates to water operation figures.

LMWQCC				
NPI Listed Substance	Usage t/yr	Air (incinerator) kg/yr	Water kg/yr	Land kg/yr
Acrylamide	66.30			
Ammonia (total)		16.82	2,997	5.09
Arsenic and compounds		0.61		
Beryllium and compounds		0.17		
Cadmium and compounds		2.02		
Carbon Monoxide		14,465		
Chlorine	79.35		3,179	5.40
Chromium (III) and compounds		1.56		
Chromium (IV) and compounds		0.03		
Copper and compounds		9.76		
Fluoride compounds		70.64	21,104	35.88
Hydrochloric Acid		11.77		
Lead and Compounds		31.96		
Magnesium Oxide fume		42.05		
Mercury and compounds		7.23		
Nickel and Compounds		5.38		
Oxides of Nitrogen		79,050		
Particulate matter 10um		2,186		
Particulate matter 2.5um		622		
Polychlorinated dioxins and furans		0.00		
PAH's		0.03		
Sulphur Dioxide	9.05	2,691.07		
Total Nitrogen			568,474	
Total Phosphorous			5,206	
Total VOCs		5,550.34		

Googong			
NPI Listed Substance	Usage t/yr	Water kg/yr	Land kg/yr
Acrylamide	0.60		
Chlorine	14.16	0.29	10.21
Fluoride compounds	4.08	2.92	3.78

Stromlo			
NPI Listed Substance	Usage t/yr	Water kg/yr	Land kg/yr
Acrylamide	4.55		
Chlorine	72.36	5.95	7.44
Fluoride compounds	47.02	3.43	4.28

EN21	Total water discharge by quality and destination.	Corin	74,245
		Bendora	31,560*
		Cotter	188,457
		Googong	130,834
		Bendora to Murrumbidgee River	28,180

\*Two months worth of data is missing due to flooding which caused damage to the river gauge.

EN22	Total weight of waste by type and disposal method.	Type	Weight
		General	386.10
		Secure	5719.80
		Paper	26929.12
		Cardboard	1188.50
		Comingle	5841.00
		Soil	326.32
		Concrete	327.14
		Sludge	1517.64
Spec Burial	163.30		

EN23 Total number and volume of significant spills. There were no significant or reportable spills.

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. An asbestos management program has been in place for many years with the current activity to complete the register of remaining sites containing asbestos. Detailed information for the disposal, handling, and testing of distribution transformers and materials containing PCBs is contained in Electricity Network Environmental PCB Management Plan. ActewAGL does not transport hazardous waste internationally.



EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff.	<p>LMWQCC's tertiary treated effluent discharged to the Molonglo River has been the subject of a biological monitoring program since 1996. The program aims to assess the impacts of discharge from LMWQCC on macroinvertebrate and phytoplankton communities in the receiving waters; receiving waters include reaches downstream of LMWQCC in the Molonglo River and reaches in the Murrumbidgee River downstream of the confluence with the Molonglo River.</p> <p>For the reporting period ending June 2012 it was concluded, the long-term data analysis indicates the LMWQCC effluent discharge is not affecting macroinvertebrate and phytoplankton communities in the receiving waters.</p>																		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	<p>Mitigation actions and initiatives undertaken by ActewAGL include:</p> <ul style="list-style-type: none"> <li>• energy saving tips and advice to customers on ActewAGL's corporate website, including a carbon calculator</li> <li>• home energy services</li> <li>• refer also EN6.</li> </ul>																		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	None.																		
EN30	Total environmental protection expenditures and investments by type.	ActewAGL does not separate environmental protection expenditure from operating expenditure.																		
LA1	Total workforce by employment type, employment contract, and region.	ActewAGL employed 1,170 staff.																		
LA2	Total number and rate of employee turnover by age group, gender, and region.	<p>ActewAGL number of terminations for 2011–12: 148</p> <table border="1" data-bbox="852 1608 1378 1973"> <thead> <tr> <th data-bbox="852 1608 963 1646">Turnover</th> <th data-bbox="1193 1608 1286 1646">Per cent</th> </tr> </thead> <tbody> <tr> <td data-bbox="852 1653 963 1691">&lt;25 years</td> <td data-bbox="1315 1653 1369 1691">15%</td> </tr> <tr> <td data-bbox="852 1697 963 1736">25 - &lt;35</td> <td data-bbox="1315 1697 1369 1736">30%</td> </tr> <tr> <td data-bbox="852 1742 963 1780">35 - &lt;45</td> <td data-bbox="1315 1742 1369 1780">21%</td> </tr> <tr> <td data-bbox="852 1787 963 1825">45 - &lt;55</td> <td data-bbox="1315 1787 1369 1825">13%</td> </tr> <tr> <td data-bbox="852 1832 963 1870">55 - &lt;65</td> <td data-bbox="1315 1832 1369 1870">17%</td> </tr> <tr> <td data-bbox="852 1877 911 1915">&gt;65</td> <td data-bbox="1315 1877 1369 1915">4%</td> </tr> <tr> <td data-bbox="852 1921 919 1960">Male</td> <td data-bbox="1315 1921 1369 1960">63%</td> </tr> <tr> <td data-bbox="852 1966 943 2004">Female</td> <td data-bbox="1315 1966 1369 2004">37%</td> </tr> </tbody> </table>	Turnover	Per cent	<25 years	15%	25 - <35	30%	35 - <45	21%	45 - <55	13%	55 - <65	17%	>65	4%	Male	63%	Female	37%
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LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Full-time, temporary and part-time employees receive the same employee entitlements under the enterprise agreement.
LA4	Percentage of employees covered by collective bargaining agreements.	86 per cent
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	The policies and procedures relating to information, consultation and negotiation with employees over changes in operations are included in the enterprise agreement. The minimum notice period is four weeks.
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.	<p>All members of the organisation are covered by the health, safety and environment committees operating across the organisation. To facilitate workplace consultation there are six health, safety and environment committees operating across ActewAGL and related organisations. There is also a health, safety and environment policy committee (joint union and management) as well as the Always Safe coordinators network.</p> <p>All committees operate under a constitution and produce formal minutes of their meetings. All committee members receive health, safety and environment committee training and also health and safety representatives attend an intensive four-day training program as required by occupational health and safety legislation.</p>
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	During 2011–12, ActewAGL incurred 26 lost time injuries and a Lost Time Injury Frequency Rate (LTIFR) of 13.5 injuries per million hours, which is a decrease since the 2010–11 LTIFR of 15.3. The 2011–12 LTIFR is higher than the current average for NSW (2008–09) of 12.6. During 2011–12, ActewAGL employees incurred 19 serious injuries resulting in a Serious Injury Frequency Rate (SIFR) of 8.6 injuries per million hours which is the same as the previous year. This result is higher than the current average SIFR for Australia (2008–09) of 4.1. The LTIFR is calculated on the number of injuries that resulted in an employee being absent for one or more shifts, per million hours worked. There were no fatalities.

LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	ActewAGL manages Infectious and Communicable Diseases in accordance with its Corporate Procedure 7.5 P4 Infectious and Communicable Diseases in the Workplace and as appropriate follows its Health, Safety, Environment and Community (HSEC) Statement. ActewAGL conducts an annual flu vaccination program.
		ActewAGL has an influenza pandemic plan, which includes a communication strategy to be used in the event of a pandemic and a stock of personal protective equipment.
LA9	Health and safety topics covered in formal agreements with trade unions.	ActewAGL employees remain covered by the ACTEW Corporation Occupational Health and Safety (OHS) Agreement (Revised 1998) as signed by the relevant unions at the time.
LA10	Average hours of training per year per employee by employee category.	Not recorded. ActewAGL's total expenditure for training and development was \$3.6 million. This included study assistance, development programs, training courses, traineeships and apprenticeships, and occupational health and safety training.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Productivity Placements Program: 33 participants in various recognised courses such as Cert IV TAA, FLM, Diploma Management and Project Management. Mentoring program: 50 participants.
LA12	Percentage of employees receiving regular performance and career development reviews.	77 per cent of employees completed a Personal Performance Development Plan (PPDP) in 2011–12.

LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	<b>Gender</b>	
		Male	855
		Female	315
		<b>Age</b>	
		15-24	111
		25-34	336
		35-44	267
		45-54	273
		55-64	165
		75+	nil
		<b>Disability</b>	
		Yes	0
		No	0
		Not recorded	1170
		<b>Aboriginal/Torres Strait Islander</b>	
Yes	9		
No	392		
Not recorded	5		
Not disclosed	8		
No answer at all	756		

LA14	Ratio of basic salary of men to women by employee category.	Basic salaries for all employee groups as set out in ActewAGL's enterprise agreement do not differ for men and women.
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**Social: Human Rights Indicators**

HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	ActewAGL gives consideration to human rights impacts in procurement decisions on a case-by-case basis. ActewAGL is bound by the <i>Independent Contractors Act 2006</i> .
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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.	<p>During the year, 994 employees received training related to bullying and harassment. In addition, ActewAGL provided over 50 managers with access to more comprehensive online legal training in workplace relations, privacy, contract law, the Consumer and Competition Act 2010 and environmental law.</p> <p>All new employees receive training on ActewAGL's Code of Conduct (which includes dignity, equity and fairness for fellow employees, contractors, customers and other members of the community) as part of the induction process.</p>
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HR4	Total number of incidents of discrimination and actions taken.	There were 11 complaints of bullying, harassment and/or discrimination reported and investigated during the year. A range of actions resulted from the investigations, including counselling, retraining and disciplinary action.
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.	No operations at risk.
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	ActewAGL does not operate in any regions where child labour is legal or permitted. All ActewAGL employees are required to comply with relevant legislation, codes and standards covering its operations.
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.	There is no risk of forced or compulsory labour. ActewAGL's recruitment policy requires recruitment decisions to be based on merit selection from applicants who apply for advertised positions on their own volition.
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	ActewAGL does not employ security personnel. ActewAGL staff who manage security contractors require them to understand anti-discrimination principles as part of the contractor induction.
HR9	Total number of incidents of violations involving rights of Indigenous people and actions taken.	No violations reported to Human Resources. There is no differentiation between recording incidents of discrimination or harassment for Indigenous and non-Indigenous people.

#### Social: Society Indicators

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.	ActewAGL is committed to safeguarding the wellbeing of the community under the 'Community Safety' corporate policy and corporate procedures 'Emergency Plan', 'Disaster Recovery Plan' and 'Emergency Appraisal and Response'.
SO2	Percentage and total number of business units analysed for risks related to corruption.	A Fraud Risk Assessment and review of the Fraud and Corruption Plan is conducted every two years across the organisation.

SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.	Approximately 83 per cent of employees received some form of Fraud and Corruption training during 2011–12 (ongoing).
SO4	Actions taken in response to incidents of corruption.	If an allegation of corruption is received, ActewAGL deals with it in accordance with a number of internal procedures and the ActewAGL Code of Conduct. In addition to the methods for reporting Fraud and Corruption noted in the above procedures, ActewAGL runs (through Deloitte) a 'Whistle Blowers Hotline' as an independent resource not directly connected to ActewAGL for staff to report matters of fraud and/or corruption. Once an allegation is received through this service the incident is dealt with in accordance with policies and procedures.
SO5	Public policy positions and participation in public policy development and lobbying.	When necessary, ActewAGL provides its views and input to government and in some instances consults with the public on issues such as on land development, a Feed-in Tariff for energy generated by customers, and upon request, assists government with considering issues regarding energy and water resources in the ACT. ActewAGL also puts views to regulators on issues concerning regulation of ActewAGL operations.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	A total of \$8,915 was reported for 2011–12.
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	None.
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	None.

#### Social: Product Responsibility Indicators

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.	No procedural percentage analysis on services has been conducted. However, health and safety impacts are considered during the initial purchase / supply assessment. In addition, asset management plans are based on consideration of life cycle and improvements are based on corrective action / non-conformance, risk classification in management systems.
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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.	None reported. No issues of non compliance relating to equipment that impact on the health and safety of customers have taken place. Management systems records show no non-compliance issues.
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	ActewAGL publishes brochures on subjects such as electricity safety, sewer blockages and surcharges, and public safety. ActewAGL also produces an annual drinking water quality report. ActewAGL's website contains copies of these documents as well as safety tips for electricity and gas.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	In 2011–12, there were three complaints relating to misleading sales and nine complaints relating to products and services.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	An annual customer satisfaction survey is conducted annually. Customer satisfaction with ActewAGL demonstrated in survey: 83 per cent.
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	All marketing communications are examined by ActewAGL's team of in-house lawyers, who advise on whether or not they meet the requirements of laws and regulations such as the <i>Competition and Consumer Act 2010</i> .
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.	None.
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	There were two complaints relating to customer privacy.
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	None.

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**ActewAGL** 

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