

Net Balance - Global Reporting Initiative (GRI) G3 Independent Level Check

Client

CitiPower and Powercor - 2009 Annual 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
Not Material	Not Material
EC4	Core Indicator
EC5	Additional Indicator

Standard					
1. Strategy and Analysis					
Profile Disclosure	Description	Reference	Page Number	Report Status	Comments
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 	Chairmans Report and Letter from CEO	6-9	C	
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; 	Results Snapshot, Chairmans Report and Letter from CEO	2-3 6-9	C	
2.					
Profile Disclosure	Description	Reference	Page Number	Report Status	Comments
2.1	Name of the organisation.	About This Report	1	C	
2.2	Primary brands, products, and/or services.	About This Report	Inside Front Cover, 1	C	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	About This Report Corporate Governance	1, 38-39	C	
2.4	Location of organisation's headquarters.	Corporate Information	Inside Back Cover	C	
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.	About This Report, Our Locations	1, 4-5	C	
2.6	Nature of ownership and legal form.	About This Report Corporate Governance	1, 38-39	C	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Our Industry at a Glance	5	C	
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.	Results Snapshot, Financial Return	2-3, 32	C	
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.	Results Snapshot, Financial Return	2-3, 32	C	
2.10	Awards received in the reporting period.	About this Report, Results Snapshot	1-3	C	
3. Report Parameters					
Profile Disclosure	Description	Reference	Page Number	Report Status	Comments
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	About this Report	1	C	
3.2	Date of most recent previous report (if any).	About this Report	1	C	
3.3	Reporting cycle (annual, biennial, etc.)	About this Report	1	C	
3.4	Contact point for questions regarding the report or its contents.	Corporate Information	Inside Back Cover	C	
3.5	Process for defining report content.	About this Report	1	C	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	About this Report	1	C	

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Not Material	Not Material
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Standard	Description	Reference	Page Number	Report Status	Comments
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	About this Report	1	C	
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.	About this Report	1	C	
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	Throughout Report	C	
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).			Not Material	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	1	C	
3.12	Table identifying the location of the Standard Disclosures in the report.	Website	Website	C	GRI Table to be published on the website.
3.13	Policy and current practice with regard to seeking external assurance for the report.	About this Report	1	C	
4. Governance, Commitments, and Engagement					
Profile Disclosure	Description	Reference	Page Number	Report Status	Comments
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.	Joint Management Team, CHEDHA Holdings Directors, Corporate Governance	34-41	C	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	CHEDHA Holdings Directors, Corporate Governance	36-41	C	
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.	CHEDHA Holdings Directors, Corporate Governance	36-41	C	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Employee Engagement, Corporate Governance	28, 38-39	C	
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	39	C	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Joint Management Team, CHEDHA Holdings Directors, Corporate Governance	34-41	C	
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.	CHEDHA Holdings Directors	36-37	PC	Board and directors are selected based upon their experience and expertise.
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	38-41	C	
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	38-41	C	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Corporate Governance	39	C	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	Community Health and Safety, Greenhouse Response	19	C	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	About this Report	1	C	
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	41	C	
4.14	List of stakeholder groups engaged by the organisation.	About this Report, Results Snapshot, Corporate Governance	1-3, 41	C	
4.15	Basis for identification and selection of stakeholders with whom to engage.		1	C	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		1, 10, 16, 24, 30	C	
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.	About this Report	1	C	

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Standard					
Disclosures on Management Approach (DMAs)					
G3 DMA	Description	Reference	Page Number	Report Status	Comments
DMA EC	Disclosure on Management Approach on the following aspects: - Economic performance - Market presence - Indirect economic impacts	Shareholders, Corporate Governance	30-33, 38-41	C	
	Goals and performance:	Results Snapshot, Shareholders	3, 30-33	C	
	Policy	Corporate Governance	38-41	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Shareholders	2-3, 6-9, 30-33	C	
DMA EN	Disclosure on Management Approach - Materials; - Energy; - Water; - Biodiversity; - Emissions, Effluents, and Waste; - Products and Services; - Compliance; - Transport; and - Overall			C	
	Goals and performance	Results Snapshot, Community	3, 19-23	C	
	Policy	Enviornmetnal Management	22	C	
	Organisational Responsibility	Enviornmetnal Management, Joint Management Team, CHEDHA Holdings Directors	22, 34-37	C	
	Training and Awareness	Enviornmetnal Management	22	C	
	Monitoring and follow up	Results Snapshot, Community	3, 19-23	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Community	2-3, 6-9, 19-23	C	
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	Employees, Company Ethical Standards	24-29, 39	C	
	Goals and performance	Results Snapshot, Employees	3, 24-29	C	
	Policy	Company Ethical Standards	39	C	
	Organisational Responsibility	Employees, Joint Management Team, CHEDHA Holdings Directors	24-29, 34-37	C	
	Training and Awareness	Training & Education	28	C	
	Monitoring and follow up	Results Snapshot, Employees	3, 24-29	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Employees	2-3, 6-9, 24-29	C	
DMA LA	Disclosure on Management Approach LA - Employment - Labour/management relations - Occupational health and safety - Training and education - Diversity and equal opportunity	Employees, Health and Safety Management, Diversity & Opportunity	24-29	C	
	Goals and performance	Results Snapshot, Employees	3, 24-29	C	
	Policy	Health and Safety Management, Diversity & Opportunity	26, 29, 39	C	
	Organisational Responsibility	Employees, Joint Management Team, CHEDHA Holdings Directors	24-29, 34-37	C	
	Training and Awareness	Training & Education	28	C	
	Monitoring and follow up	Results Snapshot, Employees	3, 24-29	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Employees	2-3, 6-9, 24-29	C	

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Standard	Description	Reference	Page Number	Report Status	Comments
DMA SO	Disclosure on Management Approach SO - Community - Corruption - Public Policy - Anti-competitive behaviour - Compliance	Community, Company Ethical Standards, Risk & Insurance, Compliance	16-23, 39-41	C	
	Goals and performance	Results Snapshot, Community	3, 16-23	C	
	Policy	Community, Company Ethical Standards, Risk & Insurance, Compliance	16-23, 39-41	C	
	Organisational Responsibility	Community, Joint Management Team, CHEDHA Holdings Directors	16,23, 34-37	C	
	Training and Awareness	Training & Education	28	C	
	Monitoring and follow up	Results Snapshot, Community	3, 16-23	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Community	2-3, 6-9, 16-23	C	
DMA PR	Disclosure on Management Approach PR - Customer health and safety - Product and service labelling - Marketing communications - Customer privacy - Compliance	Customers, Community	10-15, 16-23	C	
	Goals and performance	Results Snapshot, Customers, Community	3, 10-15, 16-23	C	
	Policy	Community Health and Safety	19	C	
	Organisational Responsibility	Customers, Community, Joint Management Team, CHEDHA Holdings Directors	10-15, 16-23, 34-37	C	
	Training and Awareness	Training & Education	28	C	
	Monitoring and follow up	Results Snapshot, Customers, Community	3, 10-15, 16-23	C	
	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.	Results Snapshot, Chairmans Report and Letter from CEO, Customers, Community	2-3, 6-9, 10-15, 16-23	C	
Economic Performance Indicators					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
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 Return	32	C	
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Climate Change, Corporate Governance	19, 38	C	
EC3	Coverage of the organisation's defined benefit plan obligations.	Employee Benefits	28	C	Superannuation is paid as per Australian Law
EC4	Significant financial assistance received from government.	Regulatory Changes	32-33	C	
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.			C	The Australian Fair Pay Commission sets the Standard Fair Minimum Wage in Australia. Ratio 1.7 to 1, excluding apprentices.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Contractors and suppliers	29	C	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Recruitment	28	PC	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Community	18	C	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Community	18	C	
Environmental Performance Indicators					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
EN1	Materials used by weight or volume.	Environmental Management	22-23	C	
EN2	Percentage of materials used that are recycled input materials.	Recycling and Waste	22-23	C	
EN3	Direct energy consumption by primary energy source.	Greenhouse Report	20	C	
EN4	Indirect energy consumption by primary source.	Greenhouse Report	20	C	
EN5	Energy saved due to conservation and efficiency improvements.	Greenhouse Response	19-20	C	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Greenhouse Response	19-20	C	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Greenhouse Response	19-20	C	
EN8	Total water withdrawal by source.	Water	23	C	
EN9	Water sources significantly affected by withdrawal of water.	Water	23	C	Only potable water and rainwater is used in operations.
EN10	Percentage and total volume of water recycled and reused.	Waste Water	22	C	
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Vegetation Management, Environmental Management	21-22	C	Bushfire mitigation and vegetation management, Environmental Impact Assessment assess and help to manage biodiversity.

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EC4	Core Indicator
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Standard	Description	Reference	Page Number	Report Status	Comments
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	22	C	Land impacts assessed through EIA's in high biodiversity value areas.
EN13	Habitats protected or restored.	Environmental Management	22	C	Vegetation management mechanisms reported.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Environmental Management	22	C	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.			Not Material	Red List Species not identified.
EN16	Total direct and indirect greenhouse gas emissions by weight.	Greenhouse Response	19-20	C	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Greenhouse Response	19-20	C	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Greenhouse Response	19-20	C	
EN19	Emissions of ozone-depleting substances by weight.			Not Material	Not considered material
EN20	NOx, SOx, and other significant air emissions by type and weight.			Not Material	Not considered material
EN21	Total water discharge by quality and destination.	Water, Waste Water	22, 23	C	Only potable water and rainwater is used in operations.
EN22	Total weight of waste by type and disposal method.	Recycling and Waste	22, 23	C	
EN23	Total number and volume of significant spills.	Environmental Management	22	C	
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.	Managing Hazardous Substances	22	C	
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.			Not Material	Work avoided in high biodiversity areas.
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Greenhouse Response, Reducing Bushfire Risk	19, 21	C	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.			Not Material	Not considered material to the business.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Environmental Management	22	C	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Greenhouse Report	20	C	
EN30	Total environmental protection expenditures and investments by type.	Climate Change, Greenhouse Response	19	PC	Investments outlined, expenditures not reported.
Social Performance Indicators: Labour Practices and Decent Work					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
LA1	Total workforce by employment type, employment contract, and region.	Employee Statistics	29	C	
LA2	Total number and rate of employee turnover by age group, gender, and region.	Employee Statistics	29	PC	Turnover rate disclosed but not broken down by age group.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Employee Benefits	28	PC	General description of benefits provided to employees.
LA4	Percentage of employees covered by collective bargaining agreements.			C	56% of employees are covered by collective bargaining agreements while the rest are covered by individual common law employment agreements.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.			C	As stated in our collective bargaining agreements (clause 15) when CitiPower/Powercor decides to make significant operational changes we will consult with the parties to those collective agreements.
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 Management	26	C	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Health and Safety Performance, Employee Statistics	26, 29	C	
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 initiatives	27	C	
LA9	Health and safety topics covered in formal agreements with trade unions.			C	Health and Safety is not covered in our formal agreements. Health and Safety issues are determined according to Health and Safety Legislation.
LA10	Average hours of training per year per employee by employee category.	Health and safety initiatives, Training and Education	27-28	PC	Training & Initiatives reported, but not broken down by employee category.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Training & Education	28	C	
LA12	Percentage of employees receiving regular performance and career development reviews.	Reward and Recognition	29	C	
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Employee Statistics	29	C	
LA14	Ratio of basic salary of men to women by employee category.			C	CitiPower and Powercor is an equal opportunity employers and we pay the same wage for men and women who undertake the same work. We do not differentiate between men and women.

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Standard					
Social Performance Indicators: Human Rights					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.			C	Nil
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Contractors and suppliers	29	C	Contractors are Screened through Tendermax.
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.	Training and education, Diversity and opportunity	28-29	C	Privacy, Discrimination and Harassment Training Undertaken
HR4	Total number of incidents of discrimination and actions taken.	Diversity and opportunity	29	C	
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.			C	The right to collective bargaining is enshrined in the Fair Work Act. Under the Act the process of collective bargaining is defined, including to the extent of defining good faith bargaining. CitiPower and Powercor has four collective bargaining agreements with employees and it has agreed to renegotiate agreements at the end of 2010 when the current agreements expire.
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.			Not Material	Not material to the business.
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.			C	Nil
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.			Not Material	CitiPower and Powercor don't have security personnel
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.			C	Nil
Social Performance Indicators: Society					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
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.	Environmental Management	22	C	Cultural Heritage and Planning Assessments are undertaken as part of the EIA process.
SO2	Percentage and total number of business units analysed for risks related to corruption.	Risk Management & Insurance	40	C	
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures.			C	At induction all employees are made aware of the Code of Conduct which includes anti corruption, fraud and theft policies
SO4	Actions taken in response to incidents of corruption.			C	Nil incidents in 2009
SO5	Public policy positions and participation in public policy development and lobbying.		41	C	ENA, AIG and esaa.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.			C	Nil
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.			C	Nil
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Environmental Management	22	PC	Environmental compliance reported.
Social Performance Indicators: Product Responsibility					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
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.	Reducing Bushfire Risk	21	C	
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.	2009 Bushfire Season	20	C	
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Reducing Bushfire Risk	21	C	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.			Not Material	Not Considered Material
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Results Snapshot, Customer Satisfaction	2, 13	C	
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.			Not Material	Not Considered Material
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.			Not Material	Not Considered Material
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.			C	Nil
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Environmental Management	22	PC	Environmental compliance reported.

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Standard					
GRI Electric Utility Sector Supplement Indicators					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	Our Industry at a Glance	5	C	
EU2	Net energy output broken down by primary energy source and by regulatory regime.	Our Industry at a Glance	5	C	
EU3	Number of residential, industrial and commercial customer accounts.	Results Snapshot	2	C	
EU4	Length of above and underground transmission and distribution lines by regulatory regime.	Our Locations, Our Industry at a Glance	4, 5	C	
EU5	Allocation of CO2e emissions allowances or equivalent, broken down by carbon trading framework.			Not Material	Not applicable to Victoria.
EU6	Management approach to ensure short and long-term electricity availability and reliability.	Upgrades - Reliability and Growth, AER Price Reviews	14, 33	C	
EU7	Demand-side management programs including residential, commercial, institutional and industrial programs.	Upgrades - Reliability and Growth, AER Price Reviews	14, 33	C	
EU8	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	Greenhouse Response	20	C	Solar Cities Project.
EU9	Provisions for decommissioning of nuclear power sites.			Not Material	Not relevant to CitiPower & Powercor
EU10	Planned capacity against projected electricity demand over the long-term, broken down by energy source and regulatory regime	Upgrades - Reliability and Growth, AER Price Reviews	14, 33	C	Programs reported, and details available on website.
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime.			Not Material	Not relevant to CitiPower & Powercor
EU12	Transmission and distribution losses as a percentage of total energy	Greenhouse Report	20	C	
EU13	Biodiversity of offset habitats compared to biodiversity of the affected areas			Not Material	Not relevant to CitiPower & Powercor
EU14	Programs and processes to ensure the availability of a skilled workforce.	Our Workforce for the Future	28	C	
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region			C	15.5% of employees are currently eligible to retire
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	Health and Safety Management, Contractor Health and Safety	26-27	C	
EU17	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities			C	CitiPower and Powercor utilise both internal and contractor resources for a wide range of activities including construction and maintenance activities. In some cases contractors may use sub contractors for particular works.
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Contractor Health and Safety	27	C	
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development	Climate Change, Greenhouse Response	19, 20	C	Solar Cities Program, Cogeneration Projects
EU20	Approach to managing the impacts of displacement			Not Material	Not considered material
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	2009 Bushfire Season	20	C	
EU22	Number of people physically or economically displaced and compensation, broken down by type of project			Not Material	Not considered material
EU23	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	Smart Meter Deployment, Climate Change, Greenhouse Response	12, 19, 20	C	Solar Cities Project, Smart Meters, customer service.
EU24	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	Alternate Language and Special Help Details Available on the Website	Website	C	
EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	2009 Bushfire Season	20-21	C	
EU26	Percentage of population unserved in licensed distribution or service areas			C	CitiPower and Powercor work with customers in their distribution areas to provide electricity connections. More detail is provided in our Customer Charters which can be found on our website.
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime			C	We only disconnect customers at the request of their retailer. CitiPower and Powercor is an electricity distribution company, not a retailer.
EU28	Power outage frequency	Reliability	14	C	
EU29	Average power outage duration	Reliability	14	C	
EU30	Average plant availability factor by energy source and by regulatory regime			Not Material	Not relevant to CitiPower & Powercor
esaa Sustainable Practice Framework - Distribution					
Performance Indicator	Description	Reference	Page Number	Report Status	Comments
1	Maintain good corporate governance practices	Report 4.1 - 4.10, 4.12; EC2, S08.	See Above	C	
2	Deliver value to shareholders, customers and the community	Report EC1, EC8.	See Above	C	
3	Provide a safe, secure and reliable energy supply	Report EU6,EU25.	See Above	C	
4	Engage key internal and external stakeholders on significant sustainability matters	Report 4.14 - 4.17.	See Above	C	
5	Maintain and enhance workforce health, safety, wellbeing and development	Reported LA2, LA6, LA7, LA10, LA14 HR4, EU14, EU18.	See Above	C	
6	Develop and implement climate change responses	Report EN6, EN16, EN18.	See Above	C	
7	Improve environmental performance and resource efficiency	Report EN12, EN14, EN21, EN22, EU12.	See Above	C	
8	Foster and support community programs	Reported against S01	See Above	C	
9	Promote measurement and reporting of sustainability performance	Table to be included on website	See Website	C	