

2013 GRI Index



The Global Reporting Initiative's (GRI) Principles of Sustainability Reporting have again been used to develop the content of our report and enhance the comparability and quality of our reporting. We took the approach strengthened in the G4, launched this year; focusing on the principles most material to our stakeholders. However, here we have continued to use the G3 principles, as well as the GRI Electric Utility Sector Supplement, for developing this year's index simply due to the ease of bringing together the page references in the existing template.

We believe our Annual Stakeholder Report remains a GRI 'B' application level report. Our level of disclosure is indicated here by ● Fully Reported and ◐ Partially Reported. This index has been provided to assist readers to locate responses to the specific elements or indicators in the Annual Stakeholder Report 2013 or online at www.ergon.com.au

		2002 In Accordance	C	C+	B	B+	A	A+
Mandatory	Self Declared			Report Externally Assured	✓	Report Externally Assured		Report Externally Assured
	Third Party Checked			Report Externally Assured		Report Externally Assured		Report Externally Assured
Optional	GRI Checked			Report Externally Assured		Report Externally Assured		Report Externally Assured

ELEMENT OR INDICATOR - CORE & ADDITIONAL	LOCATION	ADDITIONAL COMMENTARY
PROFILE		
1.Strategy and Analysis		
1.1 Statement from the most senior decision-maker of the organisation (CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and its strategy.	● Chairman's Message (p 8) Chief Executive's Report (p 9)	
1.2 Description of key impacts, risks and opportunities.	● About the Report (p 2) The Year in Summary (p 6) Chairman's Message (p 8) Chief Executive's Report (p 9)	
2. Organisational Profile		
2.1 Name of the organisation.	● Ergon Energy in Profile (p 3)	
2.2 Primary brands, products and/or services.	● Ergon Energy in Profile (p 4)	
2.3 Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.	● Our Corporate Governance Statement (p 40-44)	
2.4 Location of organisation's headquarters.	● Ergon Energy in Profile (p 3) Inside Back Cover	
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.	● Ergon Energy in Profile (p 3) See Additional Commentary	Ergon Energy only operates in Australia.
2.6 Nature of ownership and legal form.	● Ergon Energy in Profile (p 4) Our Corporate Governance Statement (p 40-41)	
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	● Ergon Energy in Profile (p 3-4) Customer Driven (p 12-19)	
2.8 Scale of the reporting organisation.	● Ergon Energy in Profile (p 3-4)	
2.9 Significant changes during the reporting period regarding size, structure, or ownership.	● Year in Summary (p 6) See Additional Commentary	There were no major changes.
2.10 Awards received in the reporting period.	● High Performance Organisation (p 27)	

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
3. Report Parameters			
Report Profile			
3.1	Reporting period (e.g. fiscal/calendar year) for information provided.	● About Our Report (p 2)	
3.2	Date of most recent previous report (if any).	● Looking For More Information (inside front cover) See Additional Commentary	Ergon Energy's 2011/12 report was published in September 2012.
3.3	Reporting cycle (annual, biennial, etc.).	● About Our Report (p 2) Our Corporate Governance Statement (p 40-41) See Additional Commentary	Ergon Energy has an annual financial year reporting cycle. As a Government-owned Corporation our report is required to be tabled in parliament by our shareholding Ministers by 30 September immediately following the financial year being reported.
3.4	Contact point for questions regarding the report or its contents.	● About Our Report (p 2) See Additional Commentary	Online Feedback Form is available at www.ergon.com.au/annualreport
3.5	Process for defining report content.	● About Our Report (p 2)	
3.6	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	● About Our Report (p 2) Ergon Energy in Profile (p 3-4)	
3.7	State any specific limitations on the scope or boundary of the report.	● About Our Report (p 2)	
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 Our Report (p 2) See Additional Commentary	There were no major changes this year.
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.	● Various see notes under statistics tables	
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).	● Various see notes under statistics tables	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	● See Additional Commentary	No significant changes.
GRI Content Index			
3.12	Table identifying the location of the Standard Disclosures in the report.	● GRI Index	
Assurance			
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider.	● Our Corporate Governance Statement (p 50-51)	
4. Governance, Commitments and Engagement			
Governance			
4.1	Governance structure of the organisation, including committees under the highest governing body responsible for specific tasks, such as setting strategy or organisational oversight.	● Our Corporate Governance Statement (p 40-51)	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	● Our Corporate Governance Statement (p 40,42)	

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL	LOCATION	ADDITIONAL COMMENTARY
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.	● Our Corporate Governance Statement (p 40,42)	
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	● Our Corporate Governance Statement (p 41, 49-50)	
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 environmental and social performance).	● Our Corporate Governance Statement (p 41, 51)	
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	● Our Corporate Governance Statement (p 41) Annual Financial Statements (p 72)	
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.	● Our Corporate Governance Statement (p 40)	
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.	● Ergon Energy in Profile (p 5) High Performance organisations (p 25 - 35) Economic and Financial Performance (p 38) Our Corporate Governance Statement (p 41)	
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.	● Our Corporate Governance Statement (p 40-51)	
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	● Our Corporate Governance Statement (p 40-41)	
Commitments to External Initiatives		
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	● Our Corporate Governance Statement (p 40-51) See Additional Commentary	Ergon Energy applies the precautionary approach to all that we do through our risk management framework.
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	● Various refer to index on p 2 See Additional Commentary	Further information on the policies, charters and principles Ergon Energy subscribes to and endorse are available online.
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation.	● See Additional Commentary	Memberships can be found in the Statement of Corporate Intent available online.
Stakeholder Engagement		
4.14 List of stakeholder groups engaged by the organisation.	● About Our Report (p 2)	
4.15 Basis for identification and selection of stakeholders with whom to engage.	● About Our Report (p 2) Customer Driven (p 18)	
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and	● About Our Report (p 2)	

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
	by stakeholder group.	Customer Driven (p 18 - 19) Asset Management Excellence (p 23) Our Economic and Financial Performance (p 36)	
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.	● Various refer to index on p 2	
5. Management Approach			
Economic Performance Indicators			
Aspect: Economic Performance			
EC1 Core	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.	● Customer Driven (p18 - 19) Our Economic and Financial Performance (p 36 - 39)	
EC2 Core	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	● Asset Management Excellence (p 24) Corporate Governance (p 50)	Further detail is provided in our Distribution Annual Planning Report available online.
EC3 Core	Coverage of the organisation's defined benefit pension plan obligations.	● Annual Financial Statements (p 8, 18-19)	
EC4 Core	Financial assistance received from government.	● Year in Review (p 6) Our Economic and Financial Performance (p 38)	
Aspect: Market Presence			
EC5 Add	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	● See Additional Commentary	Wages for Ergon Energy entry level positions are equal to or greater than the Queensland Minimum Adult Wage and for apprentices are the relevant percentage in accordance with the Ergon Energy Union Collective Agreement 2008 (EEUCA) further information is available online.
EC6 Core	Policy, practices, and proportion of spending on locally based suppliers at significant locations of operations.	● Our Economic and Financial Performance (p 38) See Additional Commentary	Ergon Energy complies with the State Procurement Policy, which requires sourcing materials from within Queensland and the local community. Our sustainable procurement policy is available online.
EC7 Core	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	● High Performance Organisations (p 29) See Additional Commentary	Ergon Energy is a regionally based and recruits all vacancies through local media and wherever possible from the local communities we serve, our recruitment policy is available online.
Aspect: Indirect economic Impacts			
EC8 Core	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	● Customer Driven (p 18 - 20) Asset Management Excellence (p 20-24)	
EC9 Add	Understanding and describing significant indirect economic impacts, including the extent of impacts.	● Customer Driven (p 12 - 14) Our Economic and Financial Performance (p 36 - 39)	
Environmental Performance			
Aspect: Materials			
EN1 Core	Materials used by weight or volume.	● High Performance Organisation (p 34) See Additional Commentary	We report the most significant inputs, associated with generation and distribution. Other consumables are not considered significant from a reporting perspective.
EN2 Core	Percentage of materials used that are recycled input materials.	● High Performance Organisation (p 34) See Additional Commentary	We report the most significant recyclables associated with electricity distribution.

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
Aspect: Energy			
EN3 Core	Direct energy consumption by primary energy source.	● High Performance Organisation (p 32,33) See Additional Commentary	Details provided in the context of emissions.
EN4 Core	Indirect energy consumption by primary source.	● High Performance Organisation (p 32,33) See Additional Commentary	Details provided in the context of emissions.
EN5 Add	Energy saved due to conservation and efficiency improvements.	● Customer Driven (p 14) Asset Management Excellence (p 20 - 24) High Performance Organisation (p 32 - 33) See Additional Commentary	Details provided in the context of peak demand.
EN6 Add	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	● Customer Driven (p 14) Asset Management Excellence (p 20 - 24)	
EN7 Add	Initiatives to reduce indirect energy consumption and reductions achieved.	● High Performance Organisation (p 32 - 33)	
Aspect: Water			
EN8 Core	Total water withdrawal by source.	● High Performance Organisation (p 34) See Additional Commentary	Water use in our generation activities is detailed. For our business premises, which are connected to local authority water supplies, we do not have information by source.
EN9 Add	Water sources significantly affected by withdrawal of water.	● See Additional Commentary	No water sources were significantly affected by our operations.
EN10 Add	Percentage and total volume of water recycled and reused.	● High Performance Organisation (p 34)	Data relating to generation and wash down bays is not currently able to be provided by percentage breakdowns.
Aspect: Biodiversity			
EN11 Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	● High Performance Organisation (p 35)	
EN12 Core	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	● High Performance Organisation (p 35) See Additional Commentary	Further information is contained in our standards for Vegetation Management and Vegetation Clearing both available online.
EN13 Add	Habitats protected or restored.	● High Performance Organisation (p 35)	
EN14 Add	Strategies, current actions, and future plans for managing impacts on biodiversity.	● High Performance Organisation (p 35) See Additional Commentary	Ergon Energy complies with all State and Federal Environment and Conservation Legislation, in addition to this our internal Environmental Management System requires us to minimise any impacts from our business.
EN15 Add	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	● High Performance Organisation (p 35) See Additional Commentary	Ergon Energy complies with all State and Federal Environment and Conservation Legislation that includes the conservation of relevant IUCN Red List species. Our Code of Practice: Maintenance of Electricity Corridors in Queensland's Parks and Forests with the Queensland Government covers procedural arrangements and environmental standards for working in protected areas such as national parks and state forests.
Aspect: Emissions, Effluents and Waste			

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
EN16 Core	Total direct and indirect greenhouse gas emissions by weight.	● High Performance Organisation (p 33)	
EN17 Core	Other relevant indirect greenhouse gas emissions by weight.	● High Performance Organisation (p 33)	
EN18 Add	Initiatives to reduce greenhouse gas emissions and reductions achieved.	● High Performance Organisation (p 32-33)	
EN19 Core	Emissions of ozone-depleting substances by weight.	◐ See Additional Commentary	Emissions of ozone-depleting substances from air conditioning units are insignificant.
EN20 Core	NO _x , SO _x and other significant air emissions by type and weight.	● See Additional Commentary	Ergon Energy complies with the State Government legislative requirements of the National Environmental Protection Measure that requires this data to be reported as part of the National Pollutant Inventory available at www.npi.com.au
EN21 Core	Total water discharge by quality and destination.	◐ High Performance Organisation (p 34) See Additional Commentary	Our business premises are all connected to local authority waste water treatment systems therefore we do not have access information on water discharge by quality and destination. Water use in our generation activities is detailed.
EN22 Core	Total weight of waste by type and disposal method.	◐ High Performance Organisation (p 34) See Additional Commentary	We have reported the most significant wastes associated with electricity distribution.
EN23 Core	Total number and volume of significant spills.	◐ High Performance Organisation (p 34)	Class 1-4 environmental incidents have been reported, which includes spills.
EN24 Add	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.	◐ See Additional Commentary	Ergon Energy complies with international, Commonwealth and State Laws. Hazardous waste is tracked according to legislative requirements and records of types and volumes of waste are recorded.
EN25 Add	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.	● See Additional Commentary	For this reporting period there were no significant incidents. Ergon Energy must report and environmental impact assessments for significant development projects in accordance with Planning and Environmental laws.
Aspect: Products and Services			
EN26 Core	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	● Customer Driven (p 14) Asset Management Excellence (p 22-23) High Performance Organisation (p 32-33)	
EN27 Core	Percentage of products sold and their packaging materials that are reclaimed by category.	● See Additional Commentary	Our core business is electricity and this is not packaged and other products are industrial in nature and therefore packaging is limited.
Aspect: Compliance			
EN28 Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	◐ High Performance Organisation (p 34) See Additional Commentary	There were no breaches of the <i>Environmental Protections Act</i> .
Aspect: Transport			
EN29 Add	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	● High Performance Organisation (p 33)	
Aspect: Overall			

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
EN30 Add	Total environmental protection expenditures and investments by type.	● High Performance Organisation (p 32-35)	Total figure not available due to accounting practices.
Social Performance Indicators			
Labour Practices and Decent Work			
Aspect: Employment			
LA1 Core	Total workforce by employment type, employment contract, and region.	● High Performance Organisation (p 31-32) Annual Financial Statement (p 72)	
LA2 Core	Total number and rate of employee turnover by age group, gender and region.	● High Performance Organisation (p 32)	
LA3 Add	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	● See Additional Commentary	The EEUCA outlines working conditions (benefits) for all employees including specifics for employees engaged less than full time hours. EEUCA 2011 is available online.
Aspect: Labour/Management Relations			
LA4 Core	Percentage of employees covered by collective bargaining agreements.	● High Performance Organisation (p 32)	
LA5 Core	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	● See Additional Commentary	Minimum notice period(s) and notification processes vary based on the nature of the change. Full details can be found in the EEUCA 2011 available online.
Aspect: Occupational Health and Safety			
LA6 Add	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.	● High Performance Organisation (p 28) See Additional Commentary	100% of the workforce is represented in our Workplace Health and Safety Committees and Forums in accordance with State Workplace Health & Safety Legislation.
LA7 Core	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	● High Performance Organisation (p 30)	
LA8 Core	Education, training, counselling, prevention and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	● High Performance Organisation (p 28-29)	
LA9 Add	Health and safety topics covered in formal agreements with trade unions.	● See Additional Commentary	The EEUCA 2011 includes these items and it is available online.
Aspect: Training and Education			
LA10 Core	Average hours of training per year per employee by employee category.	● High Performance Organisation (p 29) See Additional Commentary	Data by employee and category is not collected due to system functionality and the ad hoc nature of recording discretionary training.
LA11 Add	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	● High Performance Organisation (p 29, 31-32) See Additional Commentary	Flexible working initiatives such as Transition to Retirement are included in the EEUCA 2011 available online.
LA12 Add	Percentage of employees receiving regular performance and career development review.	● See Additional Commentary	The requirement for periodic performance reviews is mandated by our EEUCA 2011 which is available online.
Aspect: Diversity and Equal Opportunity			
LA13 Core	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	● High Performance Organisation (p 31-32) Our Corporate Governance Statement (p 41-43)	
LA14 Add	Ratio of basic salary of men to women by employee category	● See Additional Commentary	Gender does not dictate employee salary and wages this is determined

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
			on competency and the relevant classification of the role. For employee category information refer to the workforce profile.
Human Rights Performance Indicators			
Aspect: Investment and Procurement Practices			
HR1 Core	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	◐ See Additional Commentary	All investment agreements are assessed from a legal perspective and where required include clauses relating to human rights.
HR2 Core	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	● See Additional Commentary	We respect our employees' fundamental rights at work and expect all our business partners to respect human rights and to avoid complicity in human rights abuses. We conduct industrial audits on contractors to ensure that working conditions of contractors comply with the contract arrangements and Federal Industrial Relations Legislation.
HR3 Add	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.	● See Additional Commentary	All employees are required to attend Diversity Training and complete refresher training throughout their employment to ensure compliance with Human Rights and Equal Opportunity Legislation. This would equate to around 5,000 hours in total.
Aspect: Non-discrimination			
HR4 Core	Total number of incidents of discrimination and actions taken.	◐ High Performance Organisation (p 31)	Due to confidentiality we do not publicly report details of incidents or actions taken. Details of proactive initiatives to prevent instances of discrimination, bullying and harassment are reported.
Aspect: Freedom of Association and Collective Bargaining			
HR5 Core	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.	● High Performance Organisation (p 32) See Additional Commentary	The EEUCA 2011, available online, outlines employee freedom of association, delegate workplace rights and membership of consultative forums. Freedom of association is a section in the Ergon Energy Diversity Training.
Aspect: Child Labour			
HR6 Core	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	● See Additional Commentary	We comply with all Federal Industrial Relations Legislation which prohibits child labour. Working conditions of our employees are governed by the EEUCA 2011 available online.
Aspect: Forced and Compulsory Labour			
HR7 Core	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.	● See Additional Commentary	We comply with all Federal Industrial Relations Legislation which prohibits any form of forced or compulsory labour. Working conditions are governed by the EEUCA 2011 available online.
Aspect: Security Practices			
HR8 Add	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	● See Additional Commentary	Ergon Energy does not directly employ security personnel and all working conditions of our employees are governed by the EEUCA 2011 available online.
Aspect: Indigenous Rights			
HR9 Add	Total number of incidents of violations involving rights of indigenous people and	◐ High Performance Organisation (p 31) See Additional Commentary	Due to confidentiality we do not publicly report details of incidents or

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
actions taken.			actions taken. Details of proactive initiatives to prevent instances of discrimination, bullying and harassment are included.
Society Performance Indicators			
Aspect: Community			
SO1 Core	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	● Customer Driven (p 18-19)	
Aspect: Corruption			
SO2 Core	Percentage and total number of business units analysed for risks related to corruption.	◐ Our Corporate Governance Statement (p 41) See Additional Commentary	All employees are required to attend Code of Conduct training as a part of their induction and on-line training is for refresher training. Ergon Energy has strategies and processes to deter and detect fraud or official misconduct.
SO3 Core	Percentage of employees trained in organisation's anti-corruption policies and procedures.	◐ See Additional Commentary	All employees are required to attend Code of Conduct training as a part of their induction and on-line training is used for refresher training.
SO4 Core	Actions taken in response to incidents of corruption.	● Our Corporate Governance Statement (p 41)	
Aspect: Public Policy			
SO5 Core	Public policy positions and participation in public policy development and lobbying.	● Customer Driven (p 13-14) See Additional Commentary	The government consults with Ergon Energy as subject matter experts on energy related public policy matters.
SO6 Add	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	● See Additional Commentary	As a Government-owned Corporation we are precluded from being able to donate or contribute to political parties.
Aspect: Anti-Competitive Behaviour			
SO7 Add	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	● See Additional Commentary	Ergon Energy has no legal actions relating to anti-competitive behaviour, anti-trust and monopoly practices to report.
Aspect: Compliance			
SO8 Core	Monetary value of significant fines and total number of monetary sanctions for non-compliance with laws and regulations.	◐ See Additional Commentary	Fines were not considered material from a reporting perspective.
Product Responsibility Performance Indicators			
Aspect: Customer Health and Safety			
PR1 Core	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.	● Customer Driven (p 19)	
PR2 Add	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.	● Customer Driven (p 19)	
Aspect: Product and Service Labelling			
PR3 Core	Type of product and service information required by procedures and percentage of significant products and services subject to	● See Additional Commentary	Ergon Energy complies with all legislation with regard to the provision of information (product and service

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
	such information requirements.		labelling) relevant to electricity distribution and retailing.
PR4 Add	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	● See Additional Commentary	Ergon Energy complies with all legislation with regard to the provision of information (product and service labelling) relevant to electricity distribution and retailing.
PR5 Add	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	● Customer Driven (p 13,16-17)	
Aspect: Marketing Communications			
PR6 Add	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	● See Additional Commentary	Ergon Energy's Sponsorship Policy (available online) aligns with the Queensland Government's sponsorship policies and supports a strategic approach to managing sponsorship to maximise the value of Ergon Energy's investments and ensure ethical behaviour and fair dealing. In line with stakeholder expectations, we also have an assessment, approval and management process for sponsorship activities across the business.
PR7 Add	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	● See Additional Commentary	No issues have arisen. To ensure our adherence to laws, standards and voluntary codes related to marketing, including advertising, promotion and sponsorship, we continued to provide employee training in trade practices and privacy issues, as well as a formal approval process for our marketing communications to minimise the potential for non-compliance.
Aspect: Customer Privacy			
PR8 Core	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	● Our Corporate Governance Statement (p 49)	
Aspect: Compliance			
PR9 Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	● See Additional Commentary	Ergon Energy has not been issued any significant fines for non-compliance.
6. GRI Electric Utilities Sector Supplement			
Organisational Profile			
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	● Additional Information (p 51) Asset Management Excellence (p 20-22)	
EU2	Net energy output broken down by primary energy source and by regulatory regime.	● Asset Management Excellence (p 20-22) High Performance Organisation (p 33)	
EU3	Number of residential, industrial, institutional and commercial customer accounts.	● Ergon Energy in Profile (p 5) See Additional Commentary	Further detail on our customer profile is included in our Distribution Annual Planning Report available online.
EU4	Length of above an underground transmission and distribution lines by regulatory regime.	● Additional Information (p 51)	
Economic			
Availability and Reliability			
EU5	Allocation of CO2e emissions allowances or equivalent, broken down by carbon trading framework.	● See Additional Commentary	Australia does not allocate CO2e emissions allowances.
Demand-Side Management			
EU6	Management approach to ensure short and	● Asset Management Excellence (p 22-23)	

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL		LOCATION	ADDITIONAL COMMENTARY
long-term electricity availability and reliability.			
Research and Development			
EU7	Demand side management programs including residential, commercial and industrial programs.	● Customer Driven (p 14) Asset Management Excellence (p 22-23)	
Plant Decommissioning			
EU8	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development.	● Asset Management Excellence (p 23-24)	
Availability and Reliability			
EU9	Provisions for decommissioning of nuclear power sites.	● See Additional Commentary	Ergon Energy does not own, operate or purchase nuclear power.
Demand-Side Management (indicators)			
EU10	Planned capacity against projected electricity demand over the long-term, broken down by energy source and regulatory regime.	● Asset Management Excellence (p 21-24) See Additional Commentary	Further details are provided in our public Distribution Annual Planning Report available online.
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime.	● High Performance Organisation (p 33) See Additional Commentary	Efficiency for our gas turbine generation plant in Barcardine is approximately 29%. Ergon Energy also has diesel isolated generation plant, however, thermal efficiency data is not collated to a central point for public reporting.
System Efficiency			
EU12	Transmission and distribution losses as a percentage of total energy.	● High Performance Organisation (p 33,34)	
Environmental			
Biodiversity			
EU13	Biodiversity of offset habitats compared to biodiversity of the affected areas.	● High Performance Organisation (p 35) See Additional Commentary	Biodiversity at our sites is managed on a case-by-case basis, in accordance with the relevant Environmental and Planning Laws. There are no incidents to report.
Social			
Employment			
EU14	Programs and processes to ensure the availability of a skilled workforce.	● High Performance Organisation (p 28-32)	
EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region.	● High Performance Organisation (p 31)	
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors.	● High Performance Organisation (p 28-29)	Only material matters are covered.
EU17	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities.	● See Additional Commentary	All contracts are based on performance milestones and do not prescribe actual days worked.
Society			
Community			
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training.	● See Additional Commentary	It is a requirement that all contractors complete safety inductions.
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development.	● Customer Driven (p 18) Economic and Financial Performance (p 36)	
Disaster/Emergency Planning and Response			

2013 GRI Index



ELEMENT OR INDICATOR - CORE & ADDITIONAL	LOCATION	ADDITIONAL COMMENTARY
EU20 Approach to managing the impacts of displacement.	● See Additional Commentary	The importance of restoring electricity supply to rebuild the lives of those impacted or displaced by disasters is central to our Emergency Management Plans. Ergon Energy requires access to easements for infrastructure, however, to date this has not necessitated displacement.
Community		
EU21 Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans.	● Asset Management Excellence (p 23) Chief Executive Report (p 10) See Additional Commentary	Further detail can be found in our Distribution Annual Planning Report available online.
Product Responsibility		
Access		
EU22 Number of people physically or economically displaced and compensation, broken down by type of project.	● See Additional Commentary	There are no instances of displacement or compensation to report.
Provision of Information		
EU23 Programs including those in partnership with government, to improve or maintain access to electricity and customer support services.	● Customer Driven (p 14)	
EU24 Practices to address language, cultural, low literacy and disability related barriers to safely accessing and safely using electricity and customer support services.	● Customer Driven (p 18-19)	
EU25 Number of injuries and fatalities to the public involving company assets including legal judgements, settlements and pending legal cases of diseases.	● Customer Driven (p 19)	Legal matters were not considered material from a reporting perspective.
EU26 Percentage of population unserved in license distribution or service areas.	● Ergon Energy in Profile (p 3)	
EU27 Number of residential disconnections for no-payment, broken down by duration of disconnection.	● Customer Driven (p 14)	
EU28 Power outage frequency.	● Customer Driven (p 15)	
EU29 Average power outage duration.	● Customer Driven (p 15)	
EU30 Average plant availability factor by energy source and by regulatory regime.	● See Additional Commentary	The average availability factor by energy source for our Barcaldine gas turbine generation plant is approximately 93%. Ergon Energy also has diesel isolated generation plant, however, the data on availability factor is not directly comparable to major generation plant.