

## Pacific Hydro 2011 Sustainability Report – Global Reporting Initiative (GRI) Index

This report applies the Global Reporting Initiative (GRI) G3 guidelines to a B level. Core indicators appear in bold.

GRI Ref.	GRI Indicator	Sustainability Report Ref.	Comments	Full or partial
Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	Message from CEO p.2		Full
1.2	Description of key impacts, risks, and opportunities.	Key Sustainability Issues p.5 Performance and Goals p.7-8 Risk management and compliance p.10		Full
Organisational Profile				
2.1	Name of the organization.	About this Report p.1	Pacific Hydro Pty Ltd	Full
2.2	Primary brands, products, and/or services.	About Us p.2 Products and Services p.13		Full
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	About Us p.		Full
2.4	Location of organization's headquarters.		Level 11, 474 Flinders Street, Melbourne, Victoria 3000, Australia	Full
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Installed Capacity p.12		Full

2.6	Nature of ownership and legal form.	Our Owner p.9		Full
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2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Products and Services p.13		Full
2.8	Scale of the reporting organization.	About Us p.2	Total capitalisation is not required to be disclosed by Pacific Hydro under financial reporting standards.	Partial
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	About this Report p.1		Full
2.10	Awards received in the reporting period.	Awards p.10		Full
Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	About this Report p.1		Full
3.2	Date of most recent previous report (if any).		November 1, 2010	Full
3.3	Reporting cycle (annual, biennial, etc.)	About this Report p.1		Full
3.4	Contact point for questions regarding the report or its contents.	Michelle Bourne, Manager Sustainability and Environment <a href="mailto:mbourne@pacifichydro.com.au">mbourne@pacifichydro.com.au</a> Kim van Hattum, Manager Sustainability and Environment <a href="mailto:kvanhattum@pacifichydro.com.au">kvanhattum@pacifichydro.com.au</a>		Full
3.5	Process for defining report content.	Our Stakeholders p.5		Full
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	About this Report p.1		Full
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	About this Report p.1		Full

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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 organizations.	About this Report p.1		Full
3.9	Data measurement techniques	Greenhouse Gas Emissions p.26 Health and safety statistics: p.32		Full
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).		There are no restatements	Full
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	About this Report p.1		Full
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI and UNGC Index p.37 Full GRI Index		Full
3.13	Policy and current practice with regard to seeking external assurance for the report.	About this Report p.1	This report has not been externally assured.	Full
<b>Governance</b>				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Our Board p.9		Full
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Our Board p.9		Full

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4.3	For organizations 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 Board p.9	All Board Members (6) are independent and non-executive members. We define "independence" in accordance with the Australian Stock Exchange (ASX) Corporate Governance Council's Principles of Good Corporate Governance and Best Practice. We define "non-executive" Directors as those who do not also hold a managerial position within the company.	Full
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Our Board p.9	Representatives from IFM sit on our Board along with independent members, which ensures there is continual disclosure to our shareholder. In addition, certain employees regularly attend meetings of the Board and its Sub-Committees. Members of the Board also meet with employees on an informal basis.	Full
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Our Board p.9		Full
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Our Board p.9		Full
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Our Board p.9		Full
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.	Vision, Mission, Values p.3		Full

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4.9	Procedures of the highest governance body for overseeing the organization'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 Board p.9		Full
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Our Board p.9		Full
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Risk management and compliance p.10		Full
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	External commitments p.6		Full
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Memberships p.17		Full
4.14	List of stakeholder groups engaged by the organization.	Our stakeholders p.5 Public policy and advocacy p.15		Full
4.15	Basis for identification and selection of stakeholders with whom to engage.	Our stakeholders p.5		Full
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Our stakeholders p.5		Full

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4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Determining materiality p.6		Full
Economic				
DMA	Disclosures on management approach.	Economic performance: p.12 Market presence: p.3, 13 Indirect Economic Impacts: p.12 Availability and Reliability: 13		
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.	Direct economic impacts p.12		Full
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Our Response to Climate Change p.14		Partial
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Remuneration and Bonuses p.35		Partial
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Job opportunities and Local Sourcing p.20		Partial
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Job opportunities and Local Sourcing p.20	While all of our senior management team are local to Australia, Chile or New Zealand, only 63 per cent are based in their home geographic region. The remaining 37 per cent, all from Australia and New Zealand, are based in our regional offices in Chile and Brazil.	Full

GRI Ref.	GRI Indicator	Sustainability Report Ref.	Comments	Full or partial
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Opening of La Higuera and La Confluencia p.14		Partial
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Indirect economic impacts p.12 Creating Opportunities in Local Communities p.21		Partial
Environment				
DMA	Disclosures on management approach.	Energy p.23, 26-27 Water p.23, 28 Biodiversity p.24-25 Waste p.23, 28 Products and Services p. 13 Compliance p.29		
EN3	Direct energy consumption by primary energy source.	Energy Use p.27		Full
EN4	Indirect energy consumption by primary source.	Energy Use p.27		Full
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Products and services p.13 Greenhouse Gas Emissions p.26		Full
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Energy Use p.27		Full
EN9	Water sources significantly affected by withdrawal of water.	Water p.28		Partial
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Birds and Bats p.25		Partial

GRI Ref.	GRI Indicator	Sustainability Report Ref.	Comments	Full or partial
EN13	Habitats protected or restored.	Biodiversity p.24-25 Native vegetation p.28		Partial
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Biodiversity p.24-25		Full
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Biodiversity p.24-25		Full
EN16	Total direct and indirect greenhouse gas emissions by weight.	Greenhouse Gas Emissions p.26		Full
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Energy Use p.27		Partial
EN22	Total weight of waste by type and disposal method.	Waste p.28		Partial
EN23	Total number and volume of significant spills.	Waste p.28		Full
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Environmental Compliance p.29		Full
<b>Labour</b>				
DMA	Disclosures on management approach.	Employment p.34-36 Labour and Management Relations p.31, 34-36 Occupational Health and Safety p.30-33 Training and Education p.35 Diversity and Equal Opportunity p.34		
LA1	Total workforce by employment type, employment contract, and region.	Employee profile p. 34		Partial



<b>GRI Ref.</b>	<b>GRI Indicator</b>	<b>Sustainability Report Ref.</b>	<b>Comments</b>	<b>Full or partial</b>
LA2	Total number and rate of employee turnover by age group, gender, and region.	Turnover p.35		Partial
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Remuneration and Bonuses p.35		Full
LA15	Return to work and retention rates after parental leave	Parental support p.34		Partial
LA4	Percentage of employees covered by collective bargaining agreements.	Respecting Rights at Work p.36		Full
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Health and Safety Performance p.31-32		Partial
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Health and Safety Performance p.31-32		Partial
LA10	Average hours of training per year per employee by employee category.	Training and general development p.35		Partial
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Training and general development p.35		Full
LA12	Percentage of employees receiving regular performance and career development reviews.	Training and general development p.35		Full
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Our Board p.9		Partial

GRI Ref.	GRI Indicator	Sustainability Report Ref.	Comments	Full or partial
Human Rights				
DMA	Disclosures on management approach.	Investment and Procurement Practices p.17 Non-discrimination p.22, 36 Freedom of Association p.36 Indigenous Rights p.22		
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.	Ethical behaviour p.10		Partial
HR4	Total number of incidents of discrimination and actions taken.	Ethical behaviour p.10	There have been no incidents of discrimination recorded or reported.	Full
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.	Respecting Rights at Work p.36		Full
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		There have been no incidents of violations involving rights of indigenous people recorded or reported.	Full
HR11	Number of grievances related to human rights filed, addressed, and resolved	Respecting Rights p.22		Full

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Society				
DMA	Disclosures on management approach.	Community p.19 Corruption p.10 Public Policy p.15 Anti-Competitive Behaviour p.10 Compliance p.10 Disaster/Emergency planning and response p.31		
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Community p.18	100% of operations	Full
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Ethical behaviour p.10	100% of business units (4) were analysed for risks related to corruption.	Full
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Ethical behaviour p.10		Partial
SO4	Actions taken in response to incidents of corruption.	Ethical behaviour p.10	There have been no incidents of corruption reported or recorded.	Full
SO5	Public policy positions and participation in public policy development and lobbying.	Public policy and advocacy p.15		Full
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Ethical behaviour p.10		Full
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Ethical behaviour p.10	There have been no legal actions for anti-competitive behaviour, anti-trust or monopoly practices reported or recorded.	Full
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Risk management and compliance p.10		Full

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Product Responsibility				
DMA	Disclosures on management approach.	Marketing Communications p.13 Customer privacy p.10 Compliance p.10		
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.	Infrasound p.29		Partial
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.		There have been no incidents of non-compliance concerning the health and safety impacts of our products and services reported or recorded.	Full
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.		There have been no incidents of non-compliance concerning product and service information and labelling reported or recorded.	Full
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Products and Services p.13		Full
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.	Products and Services p.13	There have been no incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship reported or recorded.	Full
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Products and Services p.13	There have been no complaints regarding breaches of customer privacy and losses of customer data reported or recorded.	Full
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		There were no fines received.	Full

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Electric Utility Sector Supplement				
DMA	Disclosures on management approach.	Availability and Reliability p.13 Disaster/Emergency planning and response p.31		Partial
EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	Installed Capacity p.12	<p>1. All Australian assets are part of the National Electricity Market which is operated by the Australian Energy Market Operator (AEMO); except for The Ord in Western Australia, which is regulated by the Economic Regulation Authority of Western Australia.</p> <p>2. All assets in Brazil are regulated by the National Agency of Energy Electricity (ANEEL).</p> <p>3. All assets in Chile are part of the Central Interconnected System [SIC, Sistema Interconectado Central], which is operated by the Centre for the Economic Load Dispatch (CDEC).</p>	Full
EU6	Management approach to ensure short and long-term electricity availability and reliability	Operational Excellence p.13		Full
EU16	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	Contractor Health and Safety p.31 Health and Safety Performance p.31-32		Full
EU17	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities.	Health and Safety Performance p.31-32		Partial
EU19	Stakeholder participation in the decision making process related to energy planning and infrastructure development.	Our Stakeholders p.5 Visual Impacts p.20		Full
EU21	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans.	Contractor Health and Safety p.31		Partial

