



# 2010/2011

**GWMWater Global Reporting Initiative**

Sustainable Water ... Vibrant Communities



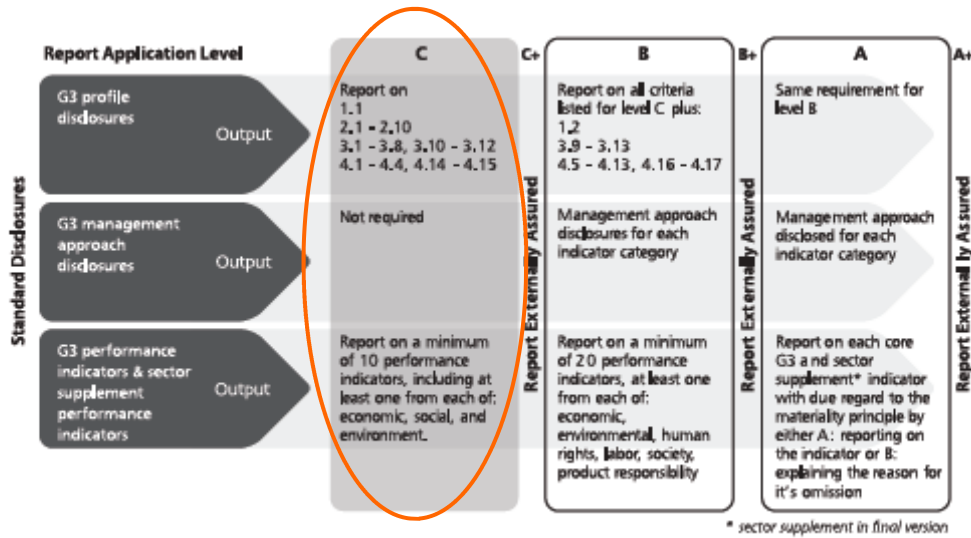
# Global Reporting Initiative Report Self Assessed C level

The Global Reporting Initiative (GRI) is a sustainability reporting framework that is widely used around the world. The aim of the framework is to provide a system for the streamlining and mainstreaming of disclosures on environmental, social and governance performance.

GWMWater is committed to continual improvement and to publicly reporting on the corporation's activities beyond compliance. Both our Annual and Sustainability Reports for 2010/11 detail our financial, environmental and social performance and are available through our website or on request.

The GRI provides a set of guidelines to compare our performance from year to year and can provide a framework to benchmark against other Water Industry organisations. Our report is pitched to the Self-declared C level and is structured according to these guidelines ([www.globalreporting.org](http://www.globalreporting.org)). The report contains all core items for this level plus some additional items.

Where the item requires further explanation, links to the relevant sections of our Annual Report and Sustainability Report have been included.



Core	Additional			AR = Annual Report SR = Sustainability Report
<b>Strategy and Analysis</b>				
1.1		Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy.	<p><b>Message from our Chairman, Barry Clugston:</b> Sustainability is a concept that has been around for many years and often talked about but sometimes hard to establish. Read more...</p> <p><b>Message from our Managing Director, Jeff Rigby:</b> Our achievements this past year reflect GWMWater’s strategic direction and commitment to its vision of delivering sustainable water for regional growth and vibrant communities. Right across our organisation, we have made significant progress towards securing water resources for the region, continually improving our services to customers and reducing our ecological footprint. Read more...</p>	SR - p 2
	1.2	Description of key impacts, risks, and opportunities.	<p>We have committed to sustainability as a pillar of business excellence and seek to integrate sustainability principles across all facets of the business. Our policy is implemented through our Sustainability Strategy that enables compliance, the proactive management of risks and innovative solutions.</p> <p>See also item 2.8</p>	Key impacts, risks and opportunities are outlined throughout the Annual and Sustainability Reports.
<b>Organisation Profile</b>				
2.1		Name of the organisation.	Grampians Wimmera Mallee Water trading as GWMWater.	
2.2		Primary products, and/or services.	<p><b>What We Do</b> GWMWater is an integrated water business with established charters in every aspect of the water management cycle. This makes us relatively unique as there are no other water businesses in Victoria with a recognised role in all components of water and wastewater service provision.</p> <p>We operate water and wastewater treatment plants in many of our 71 towns, utilise desalination technology, operate numerous recycled water schemes and run pipelines, channels, dams, weirs and pump stations to service our customers. We also have responsibilities for groundwater and irrigation.</p> <p>Our large service area constitutes a major challenge not shared by many other water businesses in Victoria. This requires us to collect, store, treat, transfer and distribute water and wastewater, often over large distances, to meet our customer’s needs and expectations. To deliver these services we manage an extraordinary number of assets including bulk water supply reservoirs, hundreds of smaller storages, tanks and water towers.</p> <p>Our water services are provided for use in and around homes, in business, on farms, in waterways, for environmental purposes and recreational and sporting uses for community benefit.</p> <p>Our wastewater services operate mainly in our larger towns and involve extensive recycling for watering sporting fields, parks and gardens, vineyards and agricultural uses.</p> <p>Over recent years GWMWater has made a substantial investment in a range of projects to improve the reliability and quality of our services, with the most significant investment in the region being the \$688 million Wimmera Mallee Pipeline.</p>	

2.3	Operational structure of the organisation.	<pre> graph TD     CUSTOMERS --&gt; STATE_GOVERNMENT[STATE GOVERNMENT]     STATE_GOVERNMENT --&gt; BOARD["BOARD CLUGSTON Barry, VOGEL Peter, HALL Barry, HEWITT Chris, THOMPSON Bonnie, MAHONEY Jan, McKENZIE Rob"]     BOARD --&gt; MD["MANAGING DIRECTOR RIGBY, Jeff"]     MD --&gt; PC[PEOPLE &amp; CULTURE]     MD --&gt; BPR["BUSINESS PERFORMANCE &amp; RISK WILLIAMS, Mark"]     MD --&gt; SSG["STAKEHOLDER SERVICES &amp; GOVERNANCE ROSE, Andrew"]     MD --&gt; SD["SERVICE DELIVERY JEWELL, Stephen"]     MD --&gt; SWI["SUSTAINABLE WATER &amp; INFRASTRUCTURE MARTIN, John"]     MD --&gt; WMP["WIMMERA MALLEE PIPELINE PROJECT VAN EVERY, Bruce"]          BPR --&gt; FP["FINANCE &amp; PRICING"]     BPR --&gt; KS["KNOWLEDGE SYSTEMS"]     BPR --&gt; RA["REGULATION &amp; ASSURANCE"]          SSG --&gt; LCR["LEGAL &amp; CORPORATE RESOURCES"]     SSG --&gt; COMM["COMMUNICATIONS"]     SSG --&gt; CS["CUSTOMER SERVICES"]          SD --&gt; WQ["WATER QUALITY"]     SD --&gt; RO["REGIONAL OPERATIONS"]     SD --&gt; WM["WORKS MANAGEMENT"]          SWI --&gt; SA["STRATEGIC ASSETS"]     SWI --&gt; SR["SUSTAINABLE RESOURCES"]     SWI --&gt; PD["PROJECT DELIVERY"]     SWI --&gt; RRD["RESEARCH &amp; REGIONAL DEVELOPMENT"] </pre>	
2.4	Location of organisation's headquarters.	11 McLachlan Street, Horsham 3400	
2.5	Number of countries where the organisation operates.	<p><b>Where We Operate</b></p> <p>GWMWater has one of the largest geographic footprints of all water businesses in Victoria, covering some 62,000 square kilometres or 25 percent of regional Victoria. The service area is similar in size to Tasmania and includes thirteen municipalities in full or in part. We service approximately 72,000 people living either on farms or in one of 71 urban centres in a region relying substantially on agriculture and primary production. For map of service area click here.</p>	AR - p 5
2.6	Nature of ownership and legal form.	<p><b>Who We Are</b></p> <p>Grampians Wimmera Mallee Water Corporation (trading as GWMWater) is a government -owned Statutory Corporation established on 1 July 2004 under the <i>Water Act 1989</i>. Tim Holding MP, Minister for Water was the responsible Minister for the period 1 July 2010 to 1 December 2010. Peter Walsh MP, Minister for Water was the responsible Minister for the period 2 December 2010 to 30 June 2011.</p>	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries).	<p>See Sections:</p> <p>2.2 What We Do</p> <p>2.5 Where We Operate</p>	

2.8	<p>Scale of the reporting organisation:</p> <ul style="list-style-type: none"> <li>- Number of employees</li> <li>- Net Sales</li> <li>- Total capitalisation broken down in terms of debt and equity</li> <li>- Quality of products or services provided</li> </ul>	<p><b>Number of Employees at June 2011</b></p> <table border="1" data-bbox="456 100 1255 342"> <thead> <tr> <th></th> <th colspan="2">Ongoing</th> <th>Fixed term and casual employees</th> </tr> <tr> <th>Gender</th> <th>Employees (headcount)</th> <th>Full time equivalent</th> <th>Full time equivalent</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>142</td> <td>142</td> <td>12</td> </tr> <tr> <td>Female</td> <td>45</td> <td>42</td> <td>10</td> </tr> <tr> <td><b>Total</b></td> <td><b>187</b></td> <td><b>184</b></td> <td><b>22</b></td> </tr> </tbody> </table> <p><b>Financial Statements</b> Our Annual Report has a Comprehensive Operating Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow and Notes to Financial Statements.</p> <p><b>Managing Our Risks</b> GWMWater has risk management processes in place consistent with the International Risk Management Standard ISO 31000 and an internal control system is in place that enables the executive to understand, manage and satisfactorily control risk exposures. The Audit Governance and Risk Committee verify this assurance and that the risk profile of GWMWater has been critically reviewed within the last 12 months.</p> <p>Key responsibilities of our Board include:</p> <ol style="list-style-type: none"> <li>a) Setting the broad strategy, objectives and performance targets for the corporation</li> <li>b) Risk management for all key business and operational risks including public health and safety, occupational health and safety and the Board should be aware of residual risk levels</li> <li>c) Reviewing the corporation's progress towards achieving its specific goals</li> <li>d) Reviewing the internal financial and operational control environment for the corporation to ensure that they are effective and current (including non-compliance, anti-fraud, anti-corruption and critical incident reporting systems)</li> <li>e) Preparation and approving strategic plans, corporate plans, annual reports, key procedures and policies</li> </ol> <p>For details of our risk management and exposure follow the links: Our Sustainability Framework Standing Committees of the Board Regulated Water Supplies Statement of Obligations and Dam Safety How We Operate Whistleblowers Protection Act and Statement of Support.</p> <p><b>Quality Assurance</b> National certification received for the following Standards:</p> <ul style="list-style-type: none"> <li>• Quality Assured ISO 9001</li> <li>• Environmental management ISO 14001</li> <li>• Safety System AS/ /NZS 4801</li> </ul>		Ongoing		Fixed term and casual employees	Gender	Employees (headcount)	Full time equivalent	Full time equivalent	Male	142	142	12	Female	45	42	10	<b>Total</b>	<b>187</b>	<b>184</b>	<b>22</b>	<p>AR - throughout</p> <p>AR - Financial statements pp 44-84</p> <p>AR - Whistleblower Protection Act pp 90-99</p>
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2.9	<p>Significant changes during the reporting period regarding size, structure, or ownership.</p>	<p>No significance changes occurred during the reporting period.</p>																					
2.10	<p>Awards received in the reporting period.</p>	<p>No awards were received during the reporting period.</p>																					

Report Parameters				
3.1		Reporting period	GWMWater's reporting period is for the financial year 1 July 2010 to 30 June 2011.	
3.2		Date of most recent previous report.	Most recent reports: <ul style="list-style-type: none"> <li>• Annual Report 2009-10</li> <li>• Sustainability Report 2009 -10</li> </ul>	
3.3		Reporting cycle (annual, biennial, etc.)	GWMWater produce both an Annual Report and a Sustainability Report at the end of each financial year	
3.4		Contact point for questions regarding the report or its contents.	Sustainability Coordinator GWMWater 1300 659 961	
3.5		Process for defining report content.	The Annual Report has been prepared in accordance with the relevant Victorian legislation.	AR - pp 88-89
3.6		Boundary of the report	See Sections: 2.2 What We Do 2.5 Where We Operate	
3.7		State any specific limitations on the scope or boundary of the report	Our Annual Report addresses the full range of material economic, environmental and social aspects of GWMWater's business activities as required by legislation and stated in Ministerial reporting directives. See Disclosure Index.  Our Sustainability Report covers the full range of economic, social and environmental activities that are in line with the Corporation's Strategic Directions and triple bottom line goals.	AR - pp 88-89
3.8		Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other situations that affect comparability from last report	Not applicable.	
	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.	Throughout Annual Report	AR - throughout
3.10		Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Not applicable.	

3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	No change.	
3.12	Table identifying the location of the Standard Disclosures in the report.	This GRI table.	
3.13	Policy and current practice with regard to seeking external assurance for the report.	See Victorian Auditor-General's Office (VAGO) report.	AR – pp 86-87
<b>Governance</b>			
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.	<p><b>Our Board of Directors</b> GWMWater was constituted by Ministerial Order with effect from 1 July 2004, under Section 98 and 100 of the Water Act 1989 (the Act). Section 124 of the Act provides GWMWater with the powers necessary to perform its functions; however those powers can only be exercised to perform a function given to GWMWater by an Act of Parliament. Read more...</p> <p><b>Audit, Governance and Risk Committee</b> All members of the Audit, Governance and Risk Committee are independent in character and judgment and there are no relationships or circumstances which could affect, or appear to affect, the member's judgment.</p>	AR - p 7
			AR - pp 8-9
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	<p><b>Barry Clugston - Chairman</b> Barry Clugston chairs the Remuneration Committee and is an ex-officio member on all Board committees. He is a member of VicWater Council and the Victorian Environmental Assessment Council. Barry was also a former board member of Wimmera Catchment Management Authority and Wimmera Leadership. He has experience in natural resource management across western Victoria particularly relating to biodiversity, salinity and Landcare.</p>	
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 Board of Directors is independently appointed. See Our Board and Executive Management Team for details.	AR - p 7

4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	<p><b>Customer Satisfaction</b> Every two years GWMWater conducts a survey to give customers the opportunity to provide feedback and comment on our services. The aim of the survey is to measure the level of customer satisfaction across region such as water supply, sewerage services, water resource management, communication and overall satisfaction. Read more...</p> <p><b>Listening to Our Customers and Stakeholders</b> <i>Customer Committees and Engagement</i> There are six standing customer committees of the GWMWater Board:</p> <ul style="list-style-type: none"> <li>• Grampians, Wimmera and Mallee Customer Committees</li> <li>• Wimmera Irrigators and Diverters Consultative Committee</li> <li>• Regional Recreation Water Users Working Group</li> <li>• West Wimmera Groundwater Management Area Advisory Committee</li> </ul> <p>Each customer committee consists of up to 16 members. The committees met eleven times during 2010/11, with various sub-committees also meeting on a number of occasions to discuss key issues. Read more...</p> <p><b>Project Control Groups</b> All projects go through an investment management process. Representatives from Divisions across the organisation have an opportunity to provide input before a final report is delivered to the Board.</p>	<p>SR – p 24</p> <p>SR – p 25</p>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	GWMWater has a policy on managing conflicts of interest. All Directors of the Board are required to adhere to the guidelines set out in that policy.	
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.	Members of our Board of Directors are selected and appointed by the State Government.	
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.	<p><b>What Guides Us</b></p> <p><b>Our Vision</b> Sustainable water for regional growth and vibrant communities.</p> <p><b>Our Mission</b> Providing innovative and affordable services through partnerships with stakeholders, customers and the community.</p> <p><b>Our Values</b></p> <p><i>Accountability</i> – We will be accountable to our colleagues, stakeholders and the communities we serve for our decisions and actions.</p> <p><i>Caring</i> – we are considerate of the environment and promote sustainability for the benefit of present and future generations.</p> <p><i>Integrity</i> – we will be honest, just, fair and equitable in all our dealings.</p> <p><i>Teamwork</i> – we foster teamwork within the corporation, across Government and with the community to achieve quality outcomes.</p> <p><i>Professionalism</i> – we do the best we can, always, and seek creative, innovative solutions for continuous improvement.</p> <p><i>Respect</i> – we respect all people, celebrate diversity and uphold dignity.</p> <p><i>Recognition</i> – we recognise our staff's diverse skills and are committed to providing a fulfilling work environment.</p> <p><i>Safety</i> – we will ensure that the health, safety and well being of our people and the community are paramount.</p> <p>GWMWater employees are guided by the Code of Conduct for Victorian Public Sector Employees.</p>	

4.14	List of stakeholder groups engaged by the organisation.	GWMWater's key external stakeholder groups include: <ul style="list-style-type: none"> <li>• Customers – urban, rural, commercial, industrial</li> <li>• Community – general community, community groups</li> <li>• Government – Victorian Government (including regulatory agencies), local government, local members of Parliament, catchment management authorities</li> <li>• Special interest groups – including the Victorian Farmers Federation and environmental group</li> </ul>	
4.15	Basis for identification and selection of stakeholders with whom to engage.	Stakeholders are selected according to interest in any given project or activity. Working groups typically comprise representatives from governance bodies and representatives of special interest groups. Read more...	AR – pp 23-24
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	<b>Customer committees and engagement</b> See also item 4.4	

## Economic Performance

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.	Full details of our financial performance for 2010/11 can be found In GWMWater's Annual Report. Our financial report has been compiled in accordance with the <i>Finance Management Act 1994</i> .	AR Financial performance p 37 Financial statements pp 43-84
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Our Strategic Directions consider the financial implications, risks and opportunities for GWMWater in relation to climate change. The Directions outline key priorities, goals and objectives. Our Strategic Action Plan details how these will be achieved with a triple bottom line approach.	See Sustainability Report and Annual Report for a range of activities and research projects completed or underway.
EC3	Coverage of the organisation's defined benefit plan obligations.	As required by Australian legislation, 100% of employees are covered by a superannuation plan	
EC4	Significant financial assistance received from government.	See our Annual Report, Operating Statement and Cash flow Statement for details of all financial assistance received.	AR – pp 44 & 47
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Our Management Policy and Purchasing Framework states that where there is a difference between a regional supplier and a supplier from outside of the region, and the variance is not material, the goods/services will be awarded to the regional supplier.  In relation to construction, GWMWater also commits to maximise opportunities for local industry participation on the basis of value for money.	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	There is no policy for local hiring. Attracting high quality candidates for professional positions in regional areas continues to be a challenge for GWMWater.  It is the policy of the Corporation to apply the principles of equal employment opportunity to all its employees and to comply with anti-discrimination and equal employment opportunity legislation. The Corporation apply the principles of merit and equity in all personnel related policies and practices and to ensure that recruitment is aimed at qualified individuals selected solely on the basis of relative ability, knowledge and skills in fair and open competition based on defined selection criteria related to the performance of the position.	
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	GWMWater provides water and wastewater services to customers Victoria's northwest region. We have invested in significant commercial infrastructure to ensure we meet our service objectives. This includes the Wimmera Mallee Pipeline Project – the largest rural infrastructure project in Australia.  Key capital works during the year include a new sewerage scheme at Lake Bolac, the construction of a recycled water system at Willaura, major wastewater treatment plant rebuilds at St Arnaud, Warracknabeal and Stawell and the development of a new source of groundwater supply for Edenhope. Planning for the delivery of a drinking water supply to Nhill was also advanced during the year.	

Environmental Performance				
EN1		Materials used by weight or volume.	<b>Paper Use</b> 1,409 reams of A4 equivalent paper were used, equating to 6.9 reams per full time equivalent (205) .	
EN2		Percentage of materials used that are recycled input materials.	All copy paper purchased is comprised of 96% recycled content. All white copy paper purchased has 100% recycled content.	
EN3		Direct energy consumption by primary energy source.	Fuel used for fleet and registered and unregistered plant and equipment - 17,619,667 megajoules. GWMWater has no other direct energy use.	
EN4		Indirect energy consumption by primary source.	Total energy consumed as a result of electricity use: <ul style="list-style-type: none"> <li>• for whole of business - 36,494,079.66 megajoules</li> <li>• all offices and depots – 2,397,770 megajoules.</li> </ul>	
EN6		Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	<b>Renewable Energy</b> Our Energy and Greenhouse Plan includes a commitment to define realistic opportunities for procurement of renewable energy for the whole of business. In the short term, the plan establishes a target of 10% of electricity from renewable energy sources each year and a target of 100 % renewable energy in the long term. Read more...	SR – p 34
			<b>Procurement</b> GWMWater procurement activities are underpinned by four main principles: <ul style="list-style-type: none"> <li>- Value for money</li> <li>- Probity, transparency and fair competition</li> <li>- Compliance, accountability and risk management</li> <li>- Safety and environmental sustainability</li> </ul> In relation to environmental sustainability, proper consideration of the impact of proposed purchases is undertaken where it is deemed appropriate and practicable to satisfy the underlying principles.  Suppliers that demonstrate responsibility through accredited environmental systems and policies are highly regarded. Read more...	SR – p 37
EN7		Initiatives to reduce indirect energy consumption and reductions achieved.	<b>Working to minimise our footprint</b> The environmental footprint of our workplaces is measured in terms of greenhouse gas emissions and energy, water, waste and paper use. We communicate the results of these programs to staff quarterly and deliver strategies to further reduce our environmental impact. Read more...	SR – p 34
EN8		Total water withdrawal by source.	<b>Bulk Entitlements</b> Bulk Entitlements provide a process to allocate water for consumptive use, recreation and the environment based on the total volume held in storage. It provides for future inflows and losses (e.g. evaporation) and takes into account deliveries to date for the different entitlement holders. Read more...	AR – pp 14-16
		Water sources significantly affected by withdrawal of water.	<b>Surface Water</b> Surface water from the Wimmera, Glenelg and Murray Rivers is the primary source of water used to supply most of our customers. Water is captured and stored in reservoirs then either distributed to customers via pipeline systems or directly released into waterways to provide environmental flows. There are also private diversions from regulated and unregulated river systems.  <b>Groundwater</b> GWMWater manages groundwater resources to ensure it is allocated and used in a sustainable way. Licensing, management plans and our observation bore network ensure groundwater users and the environment are protected. Read more...	AR - p 35
EN10		Percentage and total volume of water recycled and reused.	2,036 ML reused out of a possible 2,595 ML Effluent reuse (volume) - 79 % Target – 100 %	
EN16		Total direct and indirect greenhouse gas emissions by weight.	Direct emissions include transport, fuel used for plant and equipment and fugitive emissions. Total – 9,087 tonnes CO <sub>2</sub> -e.  Indirect emissions include scope 2 (electricity) and some scope 3 (line losses, air travel) Total – 13,888 tonnes CO <sub>2</sub> -e.	

EN17	Other relevant indirect greenhouse gas emissions by weight.	Other indirect greenhouse gas emissions occur through the activities of our suppliers and contractors, as well as through travel by our employees to and from work (excluding our vehicle fleet). The total greenhouse gases of these emissions have not been quantified because of the complexity to calculate. These emissions are also unlikely to be large compared with indirect emissions reported in EN16.																																																																																																																																																																																													
	Initiatives to reduce greenhouse gas emissions and reductions achieved.	<b>Greenhouse Emissions</b> GWMWater aspires to achieving zero net emissions for the whole of business. To help reach this goal, we continue to follow the EPA carbon management principles of avoid, reduce, recycle, switch to cleaner fuels, sequester and offset. Read more...	AR – p 30																																																																																																																																																																																												
EN19	Emissions of ozone-depleting substances by weight.	No such emissions.																																																																																																																																																																																													
EN20	NOx, SOx, and other significant air emissions by type and weight.	No such emissions.																																																																																																																																																																																													
EN21	Total water discharge by quality and destination.	All reuse water is treated to C Class level in accordance with strict Environmental Protection Authority (EPA) water quality parameters. Reuse customers include agricultural and municipal enterprises. Discharges to waterways only occur in emergency situations and are carried out under licence with the EPA. The high volume of discharge to waterways reflects unprecedented rainfall and flooding throughout the region.																																																																																																																																																																																													
		Wastewater Treatment Plant	Effluent Produced (ML)	off site reuse (ML)	on site reuse (ML)	waterway discharge (ML)	Total Reuse (ML)	% of total recycled	Ararat	586.3	287.5	6.3	185	300.2	51%	Birchip	49.8	na	49.8		49.8	100%	Charlton	0.0	na	0.0	44	0.0	0%	Dimboola	0.0	na	0.0		0.0	0%	Donald	144.0	na	144.0	3	144.0	100%	Edenhope	132.5	44.7			44.7	34%	Halls Gap	230.3	16.4	89.5	2.9	105.9	46%	Hopetoun	0.0	na			0.0	0%	Horsham	530.5	642.0	1.0	101	643.0	100%	Jeparit	0.0	na			0.0	0%	Kaniva North	0.0	na			0.0	0%	Kaniva South	0.0	na			0.0	0%	Minyip	0.0	na			0.0	0%	Murtoa	66.4	na	66.4		66.4	100%	Natimuk	0.0	na			0.0	0%	Nhill*	86.4	0.0	28.0	33	28.0	32%	Ouyen	0.0	na			0.0	0%	Rainbow	0.0	na			0.0	0%	St Arnaud	128.9	42.2	8.6	183	50.8	39%	Sea Lake	27.2	na	27.2		27.2	100%	Serviceton	0.0	na			0.0	0%	Stawell	407.4	74.0	286.7	2	360.7	89%	Warracknabeal	108.7	159.7	10.0		169.7	156%	Willaura	50.9	0.0		30	0.0	0%	Wycheproof	45.8	0.0	45.8		45.8	100%			2595.2	1266.6	763.4	583.9	2036.3	78%
		Wastewater Treatment Plant	Effluent Produced (ML)	off site reuse (ML)	on site reuse (ML)	waterway discharge (ML)	Total Reuse (ML)	% of total recycled																																																																																																																																																																																							
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		Kaniva South	0.0	na			0.0	0%																																																																																																																																																																																							
		Minyip	0.0	na			0.0	0%																																																																																																																																																																																							
		Murtoa	66.4	na	66.4		66.4	100%																																																																																																																																																																																							
		Natimuk	0.0	na			0.0	0%																																																																																																																																																																																							
		Nhill*	86.4	0.0	28.0	33	28.0	32%																																																																																																																																																																																							
		Ouyen	0.0	na			0.0	0%																																																																																																																																																																																							
		Rainbow	0.0	na			0.0	0%																																																																																																																																																																																							
		St Arnaud	128.9	42.2	8.6	183	50.8	39%																																																																																																																																																																																							
		Sea Lake	27.2	na	27.2		27.2	100%																																																																																																																																																																																							
		Serviceton	0.0	na			0.0	0%																																																																																																																																																																																							
		Stawell	407.4	74.0	286.7	2	360.7	89%																																																																																																																																																																																							
		Warracknabeal	108.7	159.7	10.0		169.7	156%																																																																																																																																																																																							
		Willaura	50.9	0.0		30	0.0	0%																																																																																																																																																																																							
Wycheproof	45.8	0.0	45.8		45.8	100%																																																																																																																																																																																									
		2595.2	1266.6	763.4	583.9	2036.3	78%																																																																																																																																																																																								
EN22	Total weight of waste by type and disposal method.	11,948 kg of waste was produced at our corporate office. This equates to 103 kg per full time equivalent (116). The recycled component was 53.5%.																																																																																																																																																																																													
EN23	Total number and volume of significant spills.	There were no significant spills during the reporting period.																																																																																																																																																																																													
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Refer to our Sustainability Report,			SR - throughout																																																																																																																																																																																										

EN27		Percentage of products sold and their packaging materials that are reclaimed by category.	For GWMWater, this indicator relates to wastewater and biosolids reuse. Please refer to Indicator EN 10 for reclaimed water sold for reuse.  Our Biosolids Plan describes how this product will be managed in relation to EPA guidelines. No biosolids were reused this year as the application sites were affected by major floods in the region. The end product benefits local agricultural businesses.
EN28		Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	None incurred

### Social Performance – Labor Practices and Decent Work

LA1		Total workforce by employment type, employment contract, and region.	Our employees (excluding contractors).	AR – p 17
LA7		Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	<b>Occupational Health &amp; Safety</b> GWMWater has an ongoing commitment to provide a safe place to work. This has been recognised by maintaining our certified occupational health and safety management system to Australian standard AS/NZS 4801:2001 for the second year.	AR – p19

### Social Performance – Human Rights

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.	GWMWater has extensive stakeholder engagement programs that facilitate the contribution of a range of people and organisations to our decision making and policy setting processes. We consult with, and inform our customers where they may be affected by operations, maintenance, construction or decommissioning of assets.  Every two years GWMWater carries out a customer survey to give customers the opportunity for feedback and comment on our services.	SR – p 24
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