

# United Nations Communication on Progress

As a participant of the United Nations Global Compact, we are part of the world’s largest corporate sustainability initiative which exists to implement universal sustainability principles and support progress towards achieving the Sustainable Development Goals.

## A principle-based approach

Ensuring our customers receive reliable, quality services and trust us, is why we are transparent in what we do and how we do it.

To achieve this, we comply with many acts, laws, regulations, codes of practice, policies and procedures, as well as set ourselves measurable goals which go beyond compliance and reach into working to improve outcomes for communities.

Our Corporate Compliance Framework ensures an integrated, strategic and consistent approach to managing our responsibilities, and provides processes for identifying, assessing, prioritising, reporting, and monitoring our performance on a regular basis so that what we do is safe, consistent, reliable, and in the best interest of our customers and our people.

iComply is our compliance system, providing a central repository for managing our obligations and licenses, raising non-compliances and all associated reporting.

In addition to our external responsibilities, we have five business-wide policies which reinforce our commitment to operating sustainably to maintain our viability now and into the future:

1. Customer and Community
2. Environment
3. Finance
4. Governance
5. People, Safety and Capability.

Our policies, legislative requirements and strategy guide our procedures, priorities and actions. Through our policies and compliance actions, our business and operations are aligned with the Ten Principles of the UN Global Compact to achieve the Sustainable Development Goals.

## Human rights

**Principle 1:** Business should support and respect the protection of internationally proclaimed human rights.

**Principle 2:** Make sure they are not complicit in human rights abuses.

## Acts and regulations

As a South Australian owned statutory corporation, we operate under Australian and South Australian laws, including, yet not limited to:

- *Australian Human Rights Commission Act 1986* (Commonwealth)
- *Fair Work Act 2009* (Commonwealth)
- *Age Discrimination Act 2004* (Commonwealth)
- *Disability Discrimination Act 1992* (Commonwealth)
- *Racial Discrimination Act 1975* (Commonwealth)
- *Sex Discrimination Act 1984* (Commonwealth).

## Policy

Our Finance Policy states that “when making decisions about purchasing goods, services or works, we consider customer, community and environmental consequences as well as the financial benefits”.

COMMUNICATION  
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

## Plans and procedures

Our Leave Procedure has provisions for people to access personal leave and gives people experiencing family and domestic violence additional provision. It also has provisions for gender affirmation leave to support our people who are undertaking gender transition or defining their gender identity.

Our Supply Chain team implements plans to address a range of social impacts through the supply chain, including the State Government's Industry Participation Policy, our Reconciliation Action Plan and Modern Slavery Action Plan. Our procurement procedures include the need to identify and address any social impacts including human rights as part of our approaches to the supply market and with our contracted partners and their associated supply chains.

## Actions

Working collaboratively with our suppliers and the supply chain, we identify risk and implement controls to minimise human rights risks throughout the supply chain. This includes:

- developing focused local participation plans and key social performance metrics with our strategic partners
- seeking to form and build relationships with Aboriginal-owned businesses and helping develop their commercial acumen
- identifying high risk human rights supply chains, working with our suppliers and the supply chain within these high-risk areas, and training and developing our people to improve social outcomes through our supply chain investment.

Our Disability Access and Inclusion Plan was launched in November 2020. The plan outlines 39 actions that will guide how we embrace and celebrate the active inclusion of people with diverse life experiences and circumstances.

By implementing the plan's actions, we will create a more accessible and inclusive organisation, ensuring fairness and respect for our people, our customers and community, including those living with disability, by providing opportunities and choice for all.

## Labour

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** The elimination of all forms of forced and compulsory labour.

**Principle 5:** The effective abolition of child labour.

**Principle 6:** The elimination of discrimination in respect of employment and occupation.

## Acts and regulations

As a responsible statutory corporation, we actively comply with antidiscrimination, equal opportunity responsibilities and labour laws including:

- *Equal Opportunity Act 1984* (South Australia)
- *Work Health and Safety Act 2012* (South Australia)
- *Return to Work Act 2014* (South Australia)
- *Long Service Leave Act 1987* (South Australia)
- *Sex Discrimination Act 1984* (Commonwealth).

Our Enterprise Agreement enables collective bargaining in accordance with the *Fair Work Act 2009*. This requires the support from the majority of our people covered by the agreement, and who can vote on it, before it is then approved by the Fair Work Commission. It must provide better terms and conditions of employment for our people than if they were employed under the relevant modern award.

## Policy

Our People, Safety and Capability Policy provides our people clear boundaries and guiding principles on our approach to managing our greatest asset: our people. It states that discrimination is not tolerated.

In addition, through our Finance Policy we encourage equal opportunity to all potential suppliers. The policy states that: "Potential suppliers are given equal opportunity to do business with us. To support the South Australian Industry Participation Policy and Aboriginal Business Procurement Policy, local and Aboriginal suppliers will be given opportunities to satisfy our requirements, including competitiveness and capability."

The Industry Participation Policy requires expenditure up to \$500,000 to get at least one quote from a South Australian business. Above \$500,000 must have an Industry Participation Plan and this weights South Australian suppliers supporting local jobs and improving our economy.

## Plans and procedures

Our Enterprise Agreement incorporates our commitment to providing appropriate support, training and development to promote diversity in the workplace. This is supported by a number of plans including our Diversity and Inclusion Plan, Disability Access and Inclusion Plan, and our Reconciliation Action Plan.

Our Diversity and Inclusion Plan has four priority areas of focus:

1. women at SA Water
2. Aboriginal and Torres Strait Islander employment and retention
3. flexible and inclusive workforce
4. emerging workforce.

Our Leave Procedure has provisions for trade union training leave which acknowledges the right of our people to choose to be members of a trade union or employee association, and supports their development in promoting effective industrial relations in the workplace.

We also provide training for our people to develop and participate in our business as work health and safety representatives.

In addition, this procedure also has provisions for cultural/ceremonial leave for our Aboriginal and Torres Strait Islander people enabling them to fulfil cultural requirements and responsibilities that are a recognised and important part of their culture.

### Actions

There are a range of actions to achieve outcomes in each of the four focus areas in our Diversity and Inclusion Plan.

#### Women at SA Water

- At 30 June 2021, 41.86 per cent of our leadership positions were held by women as we continue to grow opportunities to develop and support women in our business.

#### Aboriginal and Torres Strait Islander employment and retention

- Aboriginal employment was 2.80 per cent at 30 June 2021, having peaked at 2.95 per cent in May.
- In April we launched our Aboriginal and Torres Strait Islander Employment and Retention Plan which will help us achieve sustainable employment pathways for future and existing Aboriginal employees by creating development opportunities within our business. This year we appointed leadership roles for The Collective, a network for our Aboriginal and Torres Strait Islander people.

#### Flexible and inclusive workforce

- Our Disability Access and Inclusion Plan was launched, outlining 39 actions that will guide how we embrace and celebrate the active inclusion of people with diverse life experiences and circumstances, and our Disability Network was formed.
- Pride Together, our LGBTIQ+ network, hosted its first event in partnership with national network Pride in Water demonstrating the wider water industry's support for the contribution of people with diverse experiences and views.

#### Emerging workforce

- Diversity in our apprentice programs continues to grow with 40 per cent of the intake in 2020-21 being women and/or Aboriginal people.
- Gradovative continued to bring together our graduates to collaborate and look for fresh approaches to improve our business.
- Our support continued for the University of Adelaide's Women in STEM Careers Program, a number of whom have gone on to join our graduate program.

To implement sustainable procurement practices in our business, we investigate our supply chains to ensure we are not involuntarily complicitous in forced, compulsory or child labour through any international procurement of goods and services.

## Environment

**Principle 7:** Businesses should support a precautionary approach to environmental challenges.

**Principle 8:** Undertake initiatives to promote greater environmental responsibility.

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

### Acts and regulations

Our register of environmental legal requirements captures all the legislation we must comply with. This includes, yet is not limited to:

- *Environment Protection Act 1993* (South Australia)
- *Single-use and Other Plastic Products (Waste Avoidance) Act 2020* (South Australia)
- *Planning Development and Infrastructure Act 2016* (South Australia)
- *Aboriginal Heritage Act 1988* (South Australia)
- *Landscape South Australia Act 2019* (South Australia)
- *National Environmental Protection Council Act 1995* (South Australia).

Under the *Environment Protection Act 1993*, the operation of our licenced facilities is regulated by the South Australian Environment Protection Authority.

### Policy

Our business-wide Environment Policy gives our people clear boundaries and guiding principles on how we provide environmental outcomes our customers value as we provide high quality drinking water and recycled water, as well as the effective collection, treatment and disposal of wastewater.

### Plans and procedures

To fulfil our environmental commitments, we maintain a corporate Environmental Management System which is certified to the Australian and international standard AS/NZS ISO14001:2015.

Our corporate Environmental Management Plan outlines overarching environmental performance improvement objectives and targets. Its actions align to our operational and asset management plans.

To manage our environmental risks and ensure specified standards are met, our Environmental Management System has processes and procedures that determine how a specific process or activity must be performed.

Environmental incidents, hazards and risks are captured in our Safe, Actions, Assured, Managed system and managed in accordance with the policy and procedures.

### Actions

We have partnered with the South Australian Government in supporting agribusiness growth through the Northern Adelaide Plains. The Northern Adelaide Irrigation Scheme has unlocked 12 GL of quality water to be used in agricultural food production applications on Adelaide's northern plains. The water is sustainable for horticulture, floriculture, fruit and nut orchids, table and wine grapes, high value broad-acre cropping, poultry and other intensive animal husbandry.

We have conducted a waste audit to identify areas and ways to reduce waste and develop guiding principles towards zero net waste. Its objective will enable us to identify how we can improve our future waste resource management performance and/or outcomes.

Environment and heritage assessments make sure potential impacts to the environment or heritage are identified and managed throughout planning, constructing and operating our assets.

### Anti-corruption

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

### Acts and regulations

All of our people are 'public officers' and so bound by the provisions of the:

- *Independent Commissioner Against Corruption Act 2012* (South Australia)
- *Independent Commissioner Against Corruption Directions and Guidelines for Public Officers*
- *Public Interest Disclosure Act 2018* (South Australia)
- *Public Interest Disclosure Regulations 2019*
- *Public Sector (Honesty and Accountability) Act 1995* (South Australia)
- *Public Sector (Honesty and Accountability) Regulations 2010*
- *Criminal Code Act 1995* (Commonwealth).

### Policy

As public officers our people must comply with the South Australian Public Sector Fraud and Corruption Control Policy and the Code of Ethics for the South Australian Public Sector.

Our business-wide Governance Policy provides clear boundaries and guiding principles for good governance. It states that "we have a culture where ethical behaviour is paramount, and fraud and corruption is not tolerated".

### Plans and procedures

Our Fraud and Corruption Control Plan establishes a uniform approach to managing risks associated with fraud and/or corruption. Fraud and corruption control is a responsibility shared by all our people and our contractors. The plan is supported by a Fraud and Corruption Control Procedure.

Our Ethical Standards Procedure ensures respect, safety, integrity and lawfulness in our dealings with the public and each other, and that our people do not engage in fraudulent, corrupt or illegal activity.

Our Procurement and Contract Management Procedure provides the steps and guidance to our people on our procurement processes, authorities and accountabilities to ensure probity is applied and conflicts of interest are managed.

### Actions

Our performance is monitored regularly, and this information is provided to our Senior Leadership Team, Board committees and external regulators.

Using a Three Lines of Defence model, we assure effective management of risk and governance through:

1. management control of risk
2. monitoring and testing the effectiveness of management of risk
3. independent evaluation of the adequacy and effectiveness of management approaches.

Compliance programs are managed by specialist areas in our business where a specific area of operation has significant responsibility requirements. Public performance and compliance reporting is undertaken regularly.

## How we contribute to the SDGs

The Sustainable Development Goals (SDGs) are inherently interdependent, and our contributions are more significant for some than others. We have undertaken a materiality assessment to identify the goals where we can make the biggest impact.

Our Strategy 2020-25 identifies five strategic areas of focus that support progress towards achieving the SDGs:

Strategic area of focus	Primary SDGs	Secondary SDGs
 <b>Driving customer outcomes</b>		  
 <b>Water for the future</b>		
 <b>Healthy communities</b>	 	  
 <b>Proactive environmental leadership</b>		   
 <b>Our people for the future</b>		  

Where individual goals have aligned with more than one strategic area of focus in Our Strategy, they have not been duplicated for the purposes of this report.



## Driving customer outcomes

### Primary focus



Goal 6 targets we contribute to	Our target	Our progress at 30 June 2021	Read more
6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all.	Deliver water services across the state.	<p>More than 205 billion litres of safe, clean drinking water supplied to homes and businesses through 721,303 water connections.</p> <p>The disinfection method for drinking water supplied to more than 200,000 properties across townships on the Fleurieu Peninsula has been changed from chlorination to chloramination.</p> <p>A UV component was installed at the Myponga Water Treatment Plant to minimise the threat of microbiological contamination and any harmful pathogens. This enabled public on-water access to the reservoir while maintaining the supply of safe, clean drinking water.</p>	<p>Our services, p. 14</p> <p>Improved water quality for Fleurieu customers, p. 27</p>
	Minimise or prevent service interruptions to our customers.	We continued deployment and use of smart technology in our network and assets to minimise impacts of temporary service interruptions.	Technology enhances business, p. 23
	Affordable bills by delivering low price changes.	A price reduction came into effect on 1 July 2020 with the average household saving approximately \$200 each year, and the average business receiving savings of about \$1,350.	Price reduction for customers, p. 22
	Provide ongoing services to remote communities.	An estimated 2,650 customers living in 22 remote Aboriginal communities, including the Anangu Pitjantjatjara Yankunytjatjara Lands, Maralinga Tjarutja and Aboriginal Lands Trust Communities received our services.	
		Construction began in June 2021 on a new and improved \$2.3 million desalination plant in the Aboriginal community of Yalata on the state's Far West Coast, ensuring a continued, reliable and safe supply of drinking water to local residents and businesses.	State-of-the-art desalination plant for Yalata, p. 31

Goal 6 targets we contribute to	Our target	Our progress as of 30 June 2020
	Support customers experiencing hardship.	Our Customer Assist Program continued to support customers finding it difficult to pay their bills, including free, confidential and independent financial counselling, support and assistance.  A separate hardship program was created in 2020-21 to provide customers needing additional support during COVID-19. This enabled customers to put account payments on hold for six months, with collection and recovery action also on hold. For customers who made payments, we provided an incentive with a credit of 15 per cent of the payments made each month, capped at \$100 per quarter.
<b>6.2</b> By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.	Deliver wastewater services across the state.  Work with corporate partners who enable improved community outcomes that align with Our Strategy.	Safe wastewater services were provided through 541,943 sewerage connections to homes and businesses in metropolitan Adelaide and larger regional towns.  Our partnership with WaterAid continued, supporting work which enables the world's poorest people to gain access to clean water, decent toilets and good hygiene, allowing them to unlock their potential.  We also continued to partner with Orange Sky which provides a free mobile laundry service for people experiencing homelessness.
<b>6.3</b> By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.	Reduce wastewater overflows into the environment.	In 2020-21 we had 135 environmental wastewater overflows, seven fewer than in 2019-20. This performance is also measured over a five-year rolling average to account for wet and dry conditions. Our five-year rolling average was 121.4 overflows.  In 2020-21, \$1.3 million was invested to proactively clean and inspect approximately 177 kilometres of wastewater gravity mains using CCTV investigations in environmental hotspot areas.

## Secondary focus



Goal 3 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<b>3.9</b> By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.	Comply with the Australian Drinking Water Guidelines.	Overall compliance with the ADWG for health-related parameters was 100 per cent for metropolitan systems, 99.94 per cent for country areas and 99.83 per cent for remote Aboriginal community supplies.	Water quality, p. 51
<b>3.D</b> Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.	Work in partnership with SA Health to support the South Australian Government's response to COVID-19.	Our COVID-19 wastewater testing continued, providing SA Health with an additional tool to understand the prevalence of the virus in the community.	Supporting the state's COVID-19 response, p. 38



## Water for the future

### Primary focus



Goal 6 targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<b>6.4</b> By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.	Reduce our reliance on freshwater by increasing the amount of recycled water.	At 33.2 per cent, we are the second highest recycler of wastewater among large utilities in Australia.	
<b>6.5</b> By 2030, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate.	Implementing integrated water management and adaptive planning across our business.	Our ongoing water security planning and water supply and demand modelling continued. We have started developing an integrated water management approach.	
<b>6.6</b> By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.	Protect our reservoirs and the catchment areas surrounding them.	Fencing was installed around the water at Hope Valley to protect water quality while enabling public access to the reservoir reserve.	Expanded access at reservoir reserves, p. 37
		We continue to support community volunteering at our reservoir reserves which work to protect trees, threatened plants, birds and wildlife.	Expanded access at reservoir reserves, p. 37
		Our land management plans ensure protection of vegetation in our catchments. This includes pest and over abundant animal management.	Feral focus, p. 44



## Healthy communities

### Primary focus



Goal 10 targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	Support people living with a disability.	Our Disability Access and Inclusion Plan was launched in November 2020 and outlines 39 actions that will guide how we embrace and celebrate the active inclusion of people with diverse life experiences and circumstances.	Strength in diversity and inclusion, p. 46
		Our Community Partnerships Program supports initiatives which promote social inclusion for people living with a disability. In 2020-21 we supported Can-Do Group's Living Laundry and Novita's aquatic therapy program.	Partnerships support grass-roots community activities, p. 40
		Through our Reservoirs Partnership Program, Xlent Disability Services received support for people with a disability to safely participate in activities at a reservoir reserve.	Expanded access at reservoir reserves, p. 37
		Fully accessible kayak launch facilities were installed at Myponga and Warren reservoir reserves. They are compliant with the <i>Disability Discrimination Act 1995</i> . Picnic furniture and walking trails were also redesigned to improve accessibility.	Expanded access at reservoir reserves, p. 37
	Equitable and accessible products and services.	In 2020-21, we embarked on a major customer research project to understand more deeply the needs and expectations of customers living with a disability, those from culturally and linguistically diverse communities, and ageing customers.	
	Support people living on low incomes.	Our sponsorship of Foodbank, Australia's largest food relief organisation, supports vulnerable Australians living on low incomes.  Funds were used to establish a community garden adjacent to the Foodbank warehouse in Berri to grow produce to be used in meal packs, food deliveries and distributed via their Mobile Food Hub.	

**Primary focus**



Goal II targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<p><b>11.4</b> Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</p>	<p>Protect and promote cultural and natural heritage of Aboriginal people.</p>	<p>Aboriginal heritage and environmental planning, assessment, management and approval are part of our infrastructure management activities.</p>	
		<p>By building our knowledge and capability of the importance and legal requirements of cultural heritage and planning, we are working to reduce and avoid heritage incidents.</p>	
		<p>Our people are all required to undertake mandatory cultural awareness training and we recognised and celebrated days of significance including NAIDOC Week and National Reconciliation Week.</p>	<p>Delivering our Stretch Reconciliation Action Plan, p. 32 More than a word, p. 34</p>
	<p>Partner with Aboriginal communities to record and share Aboriginal cultural heritage and protect natural heritage.</p>	<p>Through our Reconciliation Partnerships Program we sponsored the Regional Anangu Services Aboriginal Corporation to install a fence around important burial sites, protecting them from animals that have been destroying the gravesites.</p>	<p>Reconciliation partnerships, p. 34</p>
		<p>In partnership with the Burrendies Aboriginal Corporation, Department for Environment and Water and the Limestone Coast Landscape Board, a prescribed burn was undertaken to help combat invasive weeds at the Finger Point Wastewater Treatment Plant. The burn incorporated fire burning practices historically used by members of the Boandik community. The Boandik community was also engaged to undertake a cultural heritage survey at Finger Point to understand the associated risks.</p>	<p>Finger Point cultural burn, p. 44</p>
		<p>Further partnerships were undertaken with Aboriginal Contemporary Arts to deliver the Kauwi Centre for Water Exploration landscaping maintenance.</p>	<p>Community education, events and engagement, p. 39</p>

Goal II targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<p><b>11.7</b> By 2030, provide universal access to safe, inclusive and accessible green and public spaces, in particular for women and children, older persons and persons with disabilities.</p>	<p>Research and implement new ways to use water effectively for cooling our communities and reducing the effect of urban heat islands.</p>	<p>A smart irrigation package was installed at 26 reserves/parks across four local councils (two in metropolitan Adelaide and two in regional areas). These parks are now saving approximately 20 per cent on water while continuing to achieve greening and cooling.</p> <hr/> <p>To demonstrate the cooling benefits of a well-irrigated public open space, we have installed more than 250 air temperature sensors in public parks and playgrounds around Adelaide.</p> <hr/> <p>Live temperature readings at each location are available on an interactive map, enabling the community to select a cool location for recreation; and councils to optimise their irrigation practices.</p> <hr/> <p>A new approach to our land holdings has been adopted to find suitable sites for greening and community gardens, in partnership with local councils and community groups.</p>	<p>Liveability through urban planning, p. 36</p> <hr/> <p>Creating green spaces, p. 35</p>

## Secondary focus



Goal 4 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	Providing learning opportunities for our communities to support decent work.	Our plumbing course continues to empower Aboriginal students and community members to fix water leaks. The course was expanded to Aboriginal communities on the far west coast. In 2020-21, 220 community members took part in the course.	Delivering our Stretch Reconciliation Action Plan, p. 32
<b>4.7</b> By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.	Providing learning opportunities for our communities to support sustainable development.	5,060 students and their teachers participated in our education program The Well.	Community education, events and engagement, p. 39
		62 people attended community presentations about water services as part of our water literacy program and toured our treatment plants.	Community education, events and engagement, p. 39
		Through our Community Partnerships Program, we helped Westside Housing tenants increase understanding of their water use habits, and apply best practice methods of using water efficiently in their homes and reduce their water costs.	Partnerships support grass-roots community activities, p. 40
		In 2020-21 we supported a water wise gardening project at St Mary's College which established an interschool seed propagation project that promotes water wise gardening skills. St Mary's students developed links with other schools and shared garden skills, water conservation and respect for nature.	Partnerships support grass-roots community activities, p. 40
		As part of our sponsorship of the SA Autumn Garden Festival in Clare, our experts in sustainability and liveability through water use presented to festival-goers and held workshops on sustainable gardening.	Partnerships support grass-roots community activities, p. 40

## Secondary focus



Goal 8 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<p><b>8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services.</p>	<p>Increasing Aboriginal and Torres Strait Islander supplier diversity.</p>	<p>We spent more than \$2.3 million (0.33 per cent of our total spend) with Aboriginal businesses, comprising a direct spend in excess of \$500,000 and indirect spend of more than \$1.7 million.</p> <p>The use of Aboriginal businesses continues to be promoted internally, helping our people connect with these suppliers.</p>	<p>Delivering our Stretch Reconciliation Action Plan, p. 32</p>
<p><b>8.9</b> By 2030, devise and implement policies to promote sustainable tourism which creates jobs, promotes local culture and products.</p>	<p>Increase sustainable recreation opportunities at our reservoir reserves.</p>	<p>Nine of our reservoir reserves are open to the public offering a range of land-based and on-water activities. By June 2021, there had been more than 260,000 visitors to reservoir reserves since April 2019.</p> <p>This year Hope Valley Reservoir Reserve was opened for land-based activities, and at Myponga Reservoir Reserve on-water access was opened, and the accessible land-based area expanded, bringing increased economic opportunities for the Myponga township.</p>	<p>Expanded access at reservoir reserves, p. 37</p> <p>Expanded access at reservoir reserves, p. 37</p>

## Secondary focus



Goal 9 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<b>9.1</b> Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human wellbeing, with a focus on affordable and equitable access for all.	Invest in sustainable infrastructure.	In July 2020, work started on key projects being delivered as part of our new four-year capital works program.	<p>New capital works program begins, p. 25</p> <p>Water storage boost for Port Lincoln, p. 26</p>
<b>9.4</b> By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, all countries taking action in accordance with their respective capabilities.	Invest in sustainable infrastructure.	As part of the Tea Tree Gully Sustainable Sewers project, work began at two pilot sites in Modbury with 134 metres of sewer main laid and 10 of 17 customers in Glenere Drive connected to our sewer network.	Wastewater upgrades ensure reliability, p. 26
		A new anaerobic digester began operating at Port Lincoln Wastewater Treatment Plant in late 2020. The digester generates renewable energy called biogas which is used to help power the treatment plant, ensuring sustainable waste management and resource recovery.	Wastewater upgrades ensure reliability, p. 26
		The \$11 million Finger Point pipeline upgrade saw about seven kilometres of new sewer main installed near Finger Point to replace a section of the 30-kilometre pipe responsible for delivering the wastewater from about 26,000 Mount Gambier residents and businesses to the region's wastewater treatment facility.	Wastewater upgrades ensure reliability, p. 26



## Proactive environmental leadership

### Primary focus



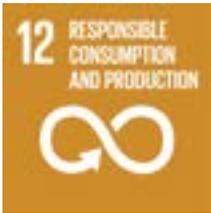
Goal 13 targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<b>13.1</b> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.	Adequately adapt to climate change.	We developed a draft Climate Change Action Plan that will ensure we are resilient to the impacts of climate change, including the management of physical, and transitional risks. The plan contains actions for climate mitigation and adaptation, and proposed targets.	
	Improve resilience for natural disasters.	Approximately \$1.2 million was spent on bushfire preparedness. An assessment of critical assets located in bushfire-prone areas was undertaken to determine conformance with relevant codes and standards. In response, vegetation was removed and modifications made to buildings and infrastructure.	
<b>13.2</b> Integrate climate change measures into national policies, strategies and planning.	Zero net greenhouse gas emissions by 2050.	We continued to actively reduce our greenhouse gas emissions with a view to meeting our goal of zero net emissions by 2050.  Through buying electricity from the spot market, we maximise the purchase of renewable energy.  Our total greenhouse gas emissions for 2020-21 were estimated to be 292,949 tonnes of CO <sub>2</sub> e.  On our land we have 2,285 hectares of reforestation for the purpose of carbon sequestration.	
	Actively participate in events to promote sustainable water use for cooling.	The use of water for greening and cooling is promoted through a range of activities at public events including the Adelaide Fringe, Festival of Cycling and the Clare Autumn Garden Festival.	Creating green spaces, p. 35  Liveability through urban planning, p. 36  Partnerships support grass-roots community activities, p. 40

Secondary focus



Goal 7 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	Invest in renewable technologies to reduce our greenhouse gas emissions.	The final solar panels for our Zero Cost Energy Future initiative were installed. About 217,000 panels were installed, bringing the total to more than 367,000 panels at 33 sites across the state.	Our zero cost energy future, p. 41
		Panels at 25 sites are energised and connected to the grid.	Our zero cost energy future, p. 41
		Once all panels are energised, they will deliver 242 gigawatt hours per annum complemented by 34 megawatt hours of battery capacity.	
	Use biogas generated from the wastewater treatment process as a fuel source.	<p>Biogas was generated at our three metropolitan wastewater treatment plants:</p> <ol style="list-style-type: none"> <li>1. Bolivar produced 12.661 million metric standard cubic metres (MMSCM)</li> <li>2. Glenelg produced 3.663 MMSCM</li> <li>3. Christies Beach produced 1.378 MMSCM.</li> </ol> <p>A new anaerobic digester at the Port Lincoln Wastewater Treatment Plant can generate biogas providing a source of heat for the digester. In 2020-21 it produced approximately 600 m<sup>3</sup>/day of biogas.</p>	Wastewater upgrades ensure reliability, p. 26

## Secondary focus



Goal 12 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<b>12.4</b> By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment.	Maximise the beneficial reuse of biosolids and water treatment residuals generated from our treatment plants.	In 2020-21 we achieved 100 per cent reuse of all suitable biosolids generated from our wastewater treatment plants.  A pilot program is underway to reuse suitable water treatment residuals for quarry rehabilitation.	
<b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Encourage our community to drink tap water and avoid single-use plastic bottles.	In 2020-21 our Quench Benches and drinking fountains provided 9,000 litres of drinking water at 35 public events across the state.	Community education, events and engagement, p. 39
		The network of community drinking fountains expanded with 10 installed in 2020-21.	New community drinking fountains, p. 43
		Our Miss Isla caravan attended Ozwater'21 providing conference participants with tap water and promoting better environmental outcomes through the refill of re-usable bottles.	
	Zero net waste by 2050.	A business-wide innovation challenge generated 93 new ideas of how we can reduce and reuse waste. About half of these ideas are being further investigated, developed or tested for implementation.	Reducing waste, p. 42
<b>12.7</b> Promote public procurement practices that are sustainable in accordance with national policies and priorities.	Improve the sustainability of our procurement practices, aligned with national legislation.	We use local suppliers and comply with the South Australian Industry Participation Policy, providing opportunities for local businesses to win work with us. Our procurement practices include a minimum of 15 per cent weighting against the Industry Participation Policy.	
		Working towards zero net waste, we seek to know the environmental criteria of suppliers and the end-of-life outcomes for things we procure.	
		A risk assessment is undertaken for all suppliers that have higher potential for modern slavery and a risk-based approach is applied to prioritising actions we can take. In high-risk categories we work with key contracts to ensure we are comfortable with practices in their supply chains.	
<b>12.8</b> By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.	Increase community awareness of available native species	The development of native garden demonstration sites began, featuring indigenous plant species to improve liveability and biodiversity, and promote local plant options through our social media channels.	

Secondary focus



Goal 14 targets we contribute to	Our target	Our progress as of 30 June 2021
<p><b>14.1</b> By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</p>	<p>Reduce the load on receiving waters by recycling water for reuse.</p>	<p>We recycled 30 per cent of water from our wastewater treatment plant effluent. This is above our target of 28 per cent.</p>
	<p>Comply with our environmental protection responsibilities.</p>	<p>We achieved 99 per cent compliance with our legislative and regulated environmental protection responsibilities, against a target of 98 per cent.</p>
<p><b>14.2</b> By 2020, sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration, to achieve healthy and productive oceans.</p>	<p>Support our community to care for life below water.</p>	<p>Through our Community Partnerships Program we supported the Marine Discovery Centre to provide learning experiences and empower students to actively protect South Australia’s iconic coastal and marine environment. Funding supported the Kids Marine Scientist Club for children aged 7 to 13 years. Education topics included sustainable fishing, responsible water use, Aboriginal culture and the importance of preserving our marine environments.</p>

## Secondary focus



Goal 15 targets we contribute to	Our target	Our progress as of 30 June 2021
<b>15.1</b> By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.	Maintain and enhance the ecological integrity of our land and maximise areas of native vegetation.	<p>We carried out restoration of riparian watercourse in the Myponga Reservoir catchment, including erosion control and bank stabilisation.</p> <p>Further enhancements were undertaken to rehabilitate the Mobilong and Toora river irrigation flats to maintain the health of the environment and manage acid sulphate soil.</p> <p>Biodiversity improvements were carried out at grassy woodland restoration at Millbrook.</p>
<b>15.3</b> By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world.	Revegetation of degraded land with native plant species.	Dryland grassland areas were re-established at Warren, Hope Valley and Myponga reservoir reserves using native grass species.
<b>15.5</b> Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	No livestock grazing on our land abutting dams, weirs, and natural aqueducts.	Restrictions prohibit grazing at any of our reservoir reserves or groundwater basins, to protect against microbial contamination and erosion.
	Protect threatened flora and fauna species.	Collaborative programs are underway to monitor and protect endangered species recovery following a bushfire in Mount Bold Reservoir Reserve.
	Protect biodiversity through prescribed burning of catchments.	<p>In 2020-21, we completed seven prescribed burns totalling approximately 360 hectares, including a cultural burn at Finger Point which incorporated the fire burning practices of the Traditional Owners, the Boandik people.</p> <p>Since 2009, approximately 3,300 hectares of our land has been burnt through prescribed burning activities including approximately 2,000 hectares of reservoir reserve land.</p>
<b>15.8</b> By 2020, introduce measures to prevent the introduction and significantly reduce the impact of invasive alien species on land and water ecosystems, and control or eradicate the priority species.	Active programs in place to control all pest plant and animal species identified as a priority and/or prescribed in legislation.	Pest animal and pest plant control programs are implemented and recorded across all our major landholdings for key species prescribed in legislation, including declared weeds, such as olives and Coolatai grass, and prescribed animals including goats, deer, rabbits, pigs and foxes.

## Our people for the future

### Primary focus



Goal 10 targets we contribute to	Our target	Our progress at 30 June 2021	Read more
<b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	Increase the number of Aboriginal and Torres Strait Islander employees.	Aboriginal and Torres Strait Islander employment is 2.8 per cent, up 0.2 per cent from 2019-20.  In our apprentice program, 40 per cent of our intake were women and/or Aboriginal people, consistent with 2019-20.	Strength in diversity and inclusion, p. 46  Strength in diversity and inclusion, p. 46

### Secondary focus



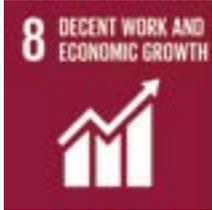
Goal 4 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
<b>4.5</b> By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, Indigenous peoples, and children in vulnerable situations.	Provide learning opportunities for Aboriginal and Torres Strait Islander people through scholarships, apprenticeships, traineeships and leadership courses.	In 2020-21, 14 learning opportunities were delivered for Aboriginal and Torres Strait Islander people.	

## Secondary focus



Goal 5 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Increase the number of women in leadership positions.	<p>Women held 41.86 per cent of leadership positions, up by 2.96 per cent from 2019-20.</p> <p>Inclusion targets for women in leadership and Aboriginal and Torres Strait Islander employment were written into contracts for our partners (Adelaide Services Delivery and our major and minor capital delivery framework partners) and incentivised.</p>	Strength in diversity and inclusion, p. 46
	Increase opportunities for women in STEM.	<p>More than 37 per cent of our STEM undergraduates are female, as are 40 per cent of our graduates.</p> <p>Our support continued this year for the University of Adelaide's Women in STEM Careers Program which supports 100 women studying in the STEM fields.</p>	Strength in diversity and inclusion, p. 46
	Apprenticeships for women in the field.	In 2021-21 we had four female apprentices.	Strength in diversity and inclusion, p. 46

## Secondary focus



Goal 8 targets we contribute to	Our target	Our progress as of 30 June 2021	Read more
8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.	Provide a number of entry level positions for graduates, trainees, cadets and apprentices.	Across our business we have 70 positions dedicated to these programs.	Strength in diversity and inclusion, p. 46
	Provide work experience opportunities for Aboriginal and Torres Strait Islander people through our partnership with Tauondi Aboriginal College.	Five opportunities were offered in 2020-21, an increase of two from the previous year.	
	Increase the number of traineeships, apprenticeships and graduate placements for Aboriginal and Torres Strait Islander people.	There were six successful Aboriginal applicants for apprenticeships and traineeships in 2020-21, one more than in 2019-20.	
	Provide graduate roles.	An additional four graduate positions were made available bringing the total to 22, with graduate retention up one per cent to 97 per cent.	