

## 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.

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.

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:

- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984.*

### Policy

Developing business-specific policies around human rights has been identified as an opportunity for improvement. 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”.

### Plans and procedures

Our Leave Procedure has provisions for people to access personal leave and enables 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 is implementing plans aimed at addressing a range of social impacts through the supply chain, including the State Government's Local Participation Policy, our Reconciliation Action Plan and Modern Slavery Action Plan. Our procurement procedures have been enhanced to 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

Through an industry-leading initiative, accessible services for a wider world, we are changing the way we work to deliver better water services for our customers living with a disability or debilitating lifestyle condition. This program aims to make sure anyone living with a disability or accessibility issue is able to best engage with our services, and that we are meeting their needs.

We seek to work collaboratively with our suppliers and the supply chain to identify risk and implement controls to support minimising 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.

## 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 anti-discrimination, equal opportunity responsibilities and labour laws including:

- *Equal opportunity Act 1984*
- *Work Health and Safety Act 2012*
- *Return to Work Act 2014*
- *Long Service Leave Act 1987.*

Our Enterprise Agreement enables collective bargaining in accordance with the Australian *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 – 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.”

## 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 and our Reconciliation Action Plan. This plan includes Aboriginal and Torres Strait Islander employment and retention targets.

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

Each of the four focus areas in our Diversity and Inclusion Plan comprises multiple actions and programs so we achieve in each area.

To support diversity across the corporation, we measure the number of women in leadership positions monthly, which forms one of our key strategic metrics. Initiatives include partnering with the University of Adelaide to support their Women in Science, Technology, Engineering and Mathematics Careers program.

As a member of Pride in Water, we support this Australian water industry initiative to include our people who identify as LGBTIQ+, as well as our customers. To support our people, we have two internal network groups: Together for Women and Pride Together.

We also provide meaningful employment opportunities for young people through our traineeships, apprenticeships and graduate placements.

To implement sustainable procurement practices in our business, we are investigating 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*
- *Planning Development and Infrastructure Act 2016*
- *Aboriginal Heritage Act 1988*
- *Landscape South Australia Act 2019*.

Under the *Environment Protection Act 1993*, the operation of our licenced facilities are 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 established and 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, Assured, Managed system and managed in accordance with the policy and procedures.

## Actions

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

## 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

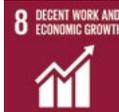
Our performance is monitored regularly, and this information is provided to our Senior Leadership Team, Board Committees and external regulators.

Compliance programs are managed by specialist areas in our business where a specific area of operation has significant responsibility requirements.

## Prioritising goals

The Sustainable Development Goals (SDGs) are inherently interdependent. Our materiality assessment highlights the areas in which we can make the biggest impact and we recognise our actions have secondary impacts where we can make a difference.

Our material impacts are grouped in four narratives.

<p>1.  <b>6 CLEAN WATER AND SANITATION</b></p>	<p>In delivering our core water and sanitation services, we are the interface between our customers and the natural environment. Our production and treatment activities ensure the water is fit for our customers to use and to be recycled or returned to the environment.</p>				
<p>2.  <b>10 REDUCED INEQUALITIES</b></p>	<p>In serving the whole community, we care for our people, customers and members of the community. We are committed to building enduring and respectful relationships with the Aboriginal and Torres Strait Islander community.</p>				
<p>3.  <b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p>We are part of the fabric of our towns, cities and regional centres, contributing to sustainable and liveable communities. We build and operate significant assets to provide water and sanitation services.</p>				
<p>4.  <b>13 CLIMATE ACTION</b></p>	<p>Climate change affects all aspects of our business including water security. Distribution of a reliable drinking water supply and provision of our services requires significant amounts of energy.</p>				
<p>The SDGs are all interconnected and we acknowledge our impact on these additional goals.</p>					

## How we contribute to the SDGs

### Primary focus: Goal 6 – Clean Water and Sanitation



#### How we contribute to this goal

Our core business is to provide safe, clean water and sanitation services to meet the public health needs of communities across South Australia.

Taking raw water from a range of sources, we treat it to meet stringent quality criteria.

At the other end, we remove the wastewater and treat it to be suitable for reuse or for release back into the environment.

Goal 6 targets we contribute to	Our target	Our progress as of 30 June 2020	Read more
6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all.	Delivering water services across the state.	More than 230 billion litres of water supplied to more than 700,000 homes and businesses.	Our services, page 12.
		In 2019-20 we took on responsibility for the operation and maintenance of the drinking water supply network servicing the town of Worrina.	Yankalilla wastewater and Worrina water networks transferred, page 25.
	Delivering a reduced average bill price.	In 2020-21, the average residential customer in metropolitan Adelaide will benefit from an estimated annual saving of \$200 or 15.9 per cent on their combined water and sewerage bills, with average residential customers in regional areas estimated to save around \$185.	Lower prices for customers, page 22.
	Providing services to remote communities.	An estimated 2,650 customers living in remote Aboriginal communities, including the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, receive our services.	
		Murputja, Kanpi, Nyapari, in APY Lands, began to receive safe, clean drinking water treated through the Murputja Desalination Plant.	Kanpi connects to remote desalination plant, page 24.
Supporting customers experiencing hardship.	Our Customer Assist Program was delivered to support customers finding it difficult to pay their bills, including free, confidential and independent financial counselling, support and assistance.		
	Access to safe drinking water was maintained during significant bushfire events.	Bushfire impacts and recovery, page 18.	

Goal 6 targets we contribute to	Our target	Our progress as of 30 June 2020	Read more
<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.	Delivering wastewater services across the state.	Safe wastewater services were provided to more than 537,000 homes and businesses in metropolitan Adelaide and larger regional towns.	Our services, page 12.
<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.	Reducing wastewater overflows into the environment.	<p>In 2019-20 we had 142 environmental wastewater overflows. This performance is also measured over a five-year rolling average to account for wet and dry conditions. Our five-year rolling average was 116 overflows. Both results are above our target of 91.</p> <p>When there were toilet paper shortages in the community prompted by the COVID-19 pandemic, our healthy sewers messaging helped our customers make informed decisions about what not to flush in order to minimise wastewater overflows into the environment caused by blocked sewers. Facebook content about healthy sewers reached more than 403,000 people.</p>	Healthy sewers, page 20.
<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.	Reducing our reliance on freshwater by increasing the amount of recycled water.	<p>With 413 kilometres of pipe networks and 6,949 connections, we have the longest recycled water mains network in Australia.</p> <p>At 33.1 per cent, we are the second highest recycler of wastewater among large utilities in Australia.</p> <p>Recycled water used to water recreational facilities including:</p> <ul style="list-style-type: none"> <li>• Bennett Oval</li> <li>• Amata Oval.</li> </ul> <p>The cooling effects of watering open space was mapped to help us work with local councils to implement smart irrigation, enabling efficient maintenance of healthy lawns and vegetation at parks and playgrounds.</p>	<p>Our services, page 12.</p> <p>Recycled water keeps Whyalla's oval green, page 36.</p> <p>Outback footy oval powered up, page 39.</p> <p>Mapping cool, green parks, page 46.</p>

## Secondary contribution: Goal 3 – Good Health and Wellbeing



### How we contribute to this goal

The provision of safe water and sanitation services protects our customers and communities from waterborne diseases and death from contaminated water.

By providing accessible drinking water fountains and encouraging our communities to use them, we are working to reduce negative health impacts associated with consuming sugary drinks.

Goal 3 targets we contribute to	Our target	Our progress as of 30 June 2020	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.	Complying with the Australian Drinking Water Guidelines.	We had 99.93 per cent health compliance with the Australian Drinking Water Guidelines in 2019-20, against our target of 99.9 per cent.	Water quality, page 50.

## Secondary contribution: Goal 14 – Life Below Water



### How we contribute to this goal

Our wastewater is treated so it can be released back to the environment. With 33.1 per cent reused as recycled water, we are reducing discharges to water courses and the sea.

Coastal desalination plants supplement our water supply and we manage our operations so waste streams do not have negative impacts on coastal waters.

Goal 14 targets we contribute to	Our target	Our progress as of 30 June 2020	Read more
<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.	Reducing the load on receiving waters by recycling water for reuse.	We recycled 33.1 per cent of water from our wastewater treatment plant effluent. This is above our target of 28 per cent.	
	Complying with our environmental protection responsibilities.	We had 98.1 per cent compliance with our legislative and regulated environmental protection responsibilities against a target of 98 per cent.	Protecting the environment, page 26.
	Supporting our community to care for life below water.	Through our Community Partnerships Program, we supported Our Coast Our Mission to clean up South Australian beaches, rivers and waterways.	Partnerships bring community benefits page 32.

## Secondary contribution: Goal 15 – Life on Land



### How we contribute to this goal

Our barrier approach to managing drinking water quality ensures we take care of our catchments and reservoirs.

As a significant landholder in South Australia with approximately 80,000 hectares, we have a duty of care to manage land and biodiversity.

Goal 15 targets we contribute to	Our target	Our progress as of 30 June 2020	Read more
<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.	Restoration of terrestrial ecosystems followed the Cudlee Creek bushfire by helping the community to prevent soil erosion and loss of seeds and removal of feral goats and sheep.	Bushfire impacts and recovery, page 18.
		Major infrastructure was delivered to enable managed inundation events on the 9,000 hectare Katarapko floodplain and support restoration of habitats for biodiversity.	Results in Katarapko, page 37.
		Rehabilitation of the Mobilong and Toora River irrigation flats was completed to maintain the health of the environment and manage acid sulphate soil.	
		Biodiversity was developed through grassy woodland restoration at Millbrook.	Grassy woodland restoration at Millbrook, page 43.
		<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 natural plant 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.	There is no grazing on any of reservoir reserve sites (or groundwater basins) upstream of dam walls.	
		Active programs in place to control all pest species prescribed in legislation.	Pest animal control programs are implemented and recorded across all our major landholdings for key species such as goats, deer, rabbits, pigs and foxes.
		Protect biodiversity through prescribed burning of catchments.	In 2019-20, we completed four prescribed burns totalling 105 hectares. Since 2009, 3,000 hectares of our land has been burnt through prescribed burning activities.
<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.	Revegetation of degraded land with natural plant species to control weeds.	Revegetation work at Little Para Reservoir Reserve included planting more than 3,300 native trees.	Little Para natives a budding success, page 35.

## Primary focus: Goal 10 – Reduced Inequalities



### How we contribute to this goal

#### Our people

By fostering an inclusive culture, diversity of thought, background and experience are embraced and celebrated within our business and our communities.

Guided by our Diversity and Inclusion Plan, we are making changes to how we work so everyone feels comfortable to be who they are at work.

Our priorities are focused on the four pillars that underpin our Diversity and Inclusion Plan. These are:

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

#### Our community

Working on Aboriginal lands – including culturally sensitive and significant sites across South Australia – we have relationships with many communities that help guide us in how we operate on these lands and waters.

We are committed to building enduring and respectful relationships with Aboriginal and Torres Strait Islander communities.

In supporting Reconciliation Australia's aim of closing the life expectancy gap that exists between Aboriginal and Torres Strait Islander people and other Australians, we continue to contribute by delivering our Reconciliation Action Plan.

Goal 10 targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
10.2 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.	2.6 per cent of our people are Aboriginal and/or Torres Strait Islander people.  47 per cent of our apprentice intake were women and/or Aboriginal people.	Diversity and inclusion, page 47.
	Support people living with a disability.	Our Community Partnerships Program supports initiatives which promote social inclusion for people living with a disability. This year we supported accessibility at the Lucindale Pool, a sensory garden in Mount Gambier and an aquatic therapy program run by Autism SA.	Partnerships bring community benefits, page 32.

**Secondary contribution: Goal 2 – Zero Hunger**



**How we contribute to this goal**

Water is essential for food production and we work to provide fit for purpose water solutions to meet this need. Our services support home gardeners and commercial horticulture alike.

Goal 2 targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
<p><b>2.1</b> By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.</p>	<p>Provide water solutions that support food production.</p>	<p>Through our Community Partnerships Program, we supported the installation of water efficient wicking garden beds to grow fresh produce for people in need living in Port Lincoln.</p>	<p>Partnerships bring community benefits, page 32.</p>

## Secondary contribution: Goal 4 – Quality Education



### How we contribute to this goal

Our school and community programs feature activities promoting the importance of water as a resource, the water cycle, ways to overcome scarcity and how we can all contribute to sustainability.

Goal 4 targets we contribute to	Our target	Our progress as at 30 June 2020	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.	Working with members of the Anangu community, we continued to deliver a plumbing course that empowers community members to fix water leaks. Two courses were offered in 2019-20 and there have been 85 attendees to date.	Skills shared build capability, page 39.
	Learning opportunities for Aboriginal and Torres Strait Islander people through scholarships, apprenticeships, traineeships and leadership courses.	In 2019-20, three Aboriginal members of our workforce completed the Sisterhood Foundation Leadership and Personal Development Program run by the Gladys Elphick Awards.	
<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.	12,286 students and their teachers participated in our Brainwave education program.	Community programs and events, page 35.
		1,671 people toured the Adelaide Desalination Plant and Kauwi Interpretive Centre, including 14 Cree Indigenous visitors from Canada.	
		447 people attended community presentations about water services and toured our treatment plants.	Through our Community Partnerships Program, we supported the creation of a water wise garden at the Murraylands Migrant Resource Centre to share knowledge about what grows well in our local environment.

**Secondary contribution: Goal 5 – Gender Equality**

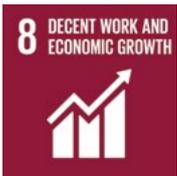


**How we contribute to this goal**

Our commitment is to increase opportunities for women in leadership and non-traditional roles including science, technology, engineering, mathematics (STEM) and trades.

Goal 5 targets we contribute to	Our target	Our progress as at 30 June 2020	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.	38.9 per cent of leadership positions are held by women.	Diversity and inclusion, page 47.
	Increase opportunities for women in STEM.	<p>More than 50 per cent of our STEM undergraduates are female, as are 47 per cent of our graduates.</p> <p>We provided 100 young women in STEM fields with career development support through our partnership with the University of Adelaide.</p>	<p>Strengthening support for women in STEM, page 30.</p> <p>Strengthening support for women in STEM, page 30.</p>

## Secondary contribution: Goal 8 – Decent Work and Economic Growth



### How we contribute to this goal

#### Our people

Our Enterprise Agreement provides simple, clear and unambiguous conditions of employment which are underpinned by National Employment Standards.

Actions in this area demonstrate our commitment to growing and retaining our Aboriginal and Torres Strait Islander workforce through ongoing career support and development.

Apprenticeships, traineeships and graduate placements are provided, particularly for young people, including targeting Aboriginal and Torres Strait Islander people.

#### Our community

Our focus is on empowering Aboriginal and Torres Strait Islander businesses to participate in opportunities through commercially competitive arrangements and ventures.

Goal 8 targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
<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.	Increasing Aboriginal and Torres Strait Islander supplier diversity.	We spent more than \$3.2 million with Aboriginal businesses, comprising a direct spend in excess of \$500,000 and indirect spending more than \$2.7 million.	A new Reconciliation Action Plan, page 38.
<b>8.6</b> 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.	70 positions across the organisation are dedicated to these programs.	
	Provide work experience opportunities for Aboriginal and Torres Strait Islander people through our partnering with Tauondi Aboriginal College.	Three Tauondi College scholarship students completed work experience in 2019-20, with all three extended due to successful placements.	
	Increase the number of traineeships, apprenticeships and graduate placements for Aboriginal and Torres Strait Islander people.	There were five successful Aboriginal applicants for apprenticeships and traineeships in 2019-20.	
	Provide graduate roles.	Provided 18 graduate positions in our workforce with graduate retention at 96 per cent.	

## Primary focus: Goal II – Sustainable Cities and Communities



### How we contribute to this goal

By delivering and promoting activities related to water and sanitation services, we support the development of resilient and liveable communities.

Our Liveable Communities program is designed to create a better life for South Australians through innovative outdoor water use, leading to a greener city and state, reduced air temperature, improved health and wellbeing, and lower cost of living.

We also promote the use of reusable bottles with safe, clean tap water as an alternative to single-use plastic bottles including through our BYOB app that maps public drinking fountains across South Australia.

Goal II targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.	Partner with Aboriginal communities to record and share Aboriginal cultural heritage.	Through our Water Wisdom video series, we shared Aboriginal stories about traditional and contemporary water knowledge.	Sharing water wisdom, page 38.
		Community art projects in Port Augusta and Kadina supported the sharing of culture in different and appropriate ways.	In this together, page 40.
11.7 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.	Research new ways to cool our communities and reduce the effect of urban heat islands through urban greening initiatives.	Smart irrigation is helping cool parks and air temperature, with sensors installed to measure results.	Mapping cool, green parks, page 46.

## Secondary contribution: Goal 9 – Industry, Innovation and Infrastructure



### How we contribute to this goal

As an asset-intensive business, the infrastructure we build and operate is designed with consideration to the full life cycle to ensure resilient provision of water and wastewater services into the future.

Goal 9 targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
9.1 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.	The new Murray Bridge Wastewater Treatment Plant was acknowledged for its leading sustainable design.	New wastewater treatment plant sets Australian sustainability record, page 42.

## Secondary contribution: Goal 12 – Responsible Consumption and Production



### How we contribute to this goal

Operating 17 recycled water schemes and three stormwater harvesting schemes reduces our reliance on drinking water and discharges to the environment.

Goal 12 targets we contribute to	Our target	Our progress as at 30 June 2020	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 2019-20 we achieved 100 per cent reuse of all suitable biosolids generated from our wastewater treatment plants.	
<b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Encouraging our community to drink tap water and avoid single-use plastic bottles.	Our Quench Benches and drinking fountains provided more than 100,000 litres of drinking water to about 1.3 million people at more than 120 public events across the state.	Community programs and events, page 35.
		Installation of 18 new free drinking fountains in 2019-20, brought the total in operation across the state to 52.	Water flows at new community fountains, page 33.
		Our BYOB app was released. The app shows the location of more than 1,000 drinking fountains across South Australia.	BYOB app maps drinking fountains, page 35.
		Miss Isla attended community events serving water infusions and promoting a healthy lifestyle and better environmental outcomes through refilling re-usable bottles with safe, clean tap water.	Keeping event goers cool and refreshed, page 34.

**Primary focus: Goal 13 – Climate Action**



**How we contribute to this goal**

Delivering safe, clean water and sanitation services to our customers, generates greenhouse emissions through our pumping, treatment and business operations.

Emissions reductions and energy efficiencies are being developed through investment in research to minimise emissions from our wastewater treatment processes, and renewable energy generation.

Goal 13 targets we contribute to	Our target	Our progress as at 30 June 2020	Read more
13.2 Integrate climate change measures into national policies, strategies and planning.	Meet our greenhouse gas emissions reduction and renewable energy generation targets.	<p>We continued to meet our long-term greenhouse gas reduction target of emissions no greater than 40 per cent of 1990 levels by 2050 and are reviewing our targets.</p> <hr/> <p>Our total greenhouse gas emissions for 2018-19 were 397,212 tonnes CO<sub>2</sub>-e and the overall percentage of renewable electricity produced or purchased was approximately 28 per cent.</p> <hr/> <p>We have 2,285 hectares of reforestation for the purpose of carbon sequestration.</p>	
	Adequately adapt to climate change.	The Adelaide Desalination Plant can meet 50 per cent of Adelaide’s water demand, providing a climate-independent water source.	Supporting national drought relief, page 29.

## Secondary contribution: Goal 7 – Affordable Clean Energy



### How we contribute to this goal

As one of South Australia's largest electricity users, energy management is an important part of our business with 583 gigawatt hours of energy used in 2019-20.

Goal 7 targets we contribute to	Our target	Our progress as at 30 June 2020	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.	Our Zero Cost Energy Future initiative has seen 150,000 solar panels installed across the state. The panels installed to date have the capacity to generate up to 57 megawatts and 95 gigawatt hours a year.	Building a zero cost energy future, page 41.
	Use biogas generated from the wastewater treatment process as a fuel source.	Additional biogas was generated at Glenelg Wastewater Treatment Plant. Our Port Lincoln Wastewater Treatment Plant upgrade continued with the installation of a new anaerobic digester. Biogas generated during the digestion process will then be extracted and burnt to provide a source of heat for the digester.	Biogas boost, page 21. Port Lincoln digester delivers, page 24.

## Continual improvement plan

This is our second Communication on Progress. Following closely from our first, it is now incorporated into our annual reporting process.

We continue to work on the following opportunities for improvement:

- Clarity and greater transparency about how we are working to protect human rights.
- Develop stronger alignment of UN targets with our internal measures, overarching strategy, and corporate strategies.
- Increase business-wide understanding of the SDGs and communicate about them regularly.