

## Confidential Feedback Report

St James Ethics Centre in partnership with *The Sydney Morning Herald* and *The Age*, proudly supported by Ernst & Young is pleased to provide you with a copy of your confidential feedback report for the inaugural Corporate Responsibility Index in Australia. This is a summary of your results, which benchmarks your company's performance in the Index against other companies in your sector and the universe of participating companies.

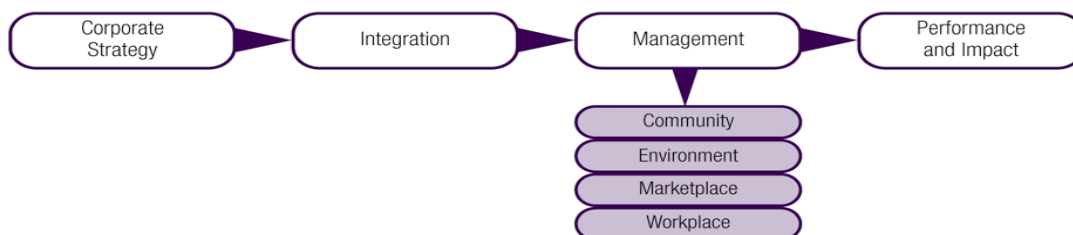
<b>Company</b>	Austalian Gas Light Company
<b>Sector</b>	Utilities

<b>Company Results</b>	
Index Score 2004*	71.82%
*The total number of participating companies was <b>27</b>	
Number of companies in your sector	2

<b>Companies in your Sector</b>
Australian Gas Light Company Energy Australia

## Index Model

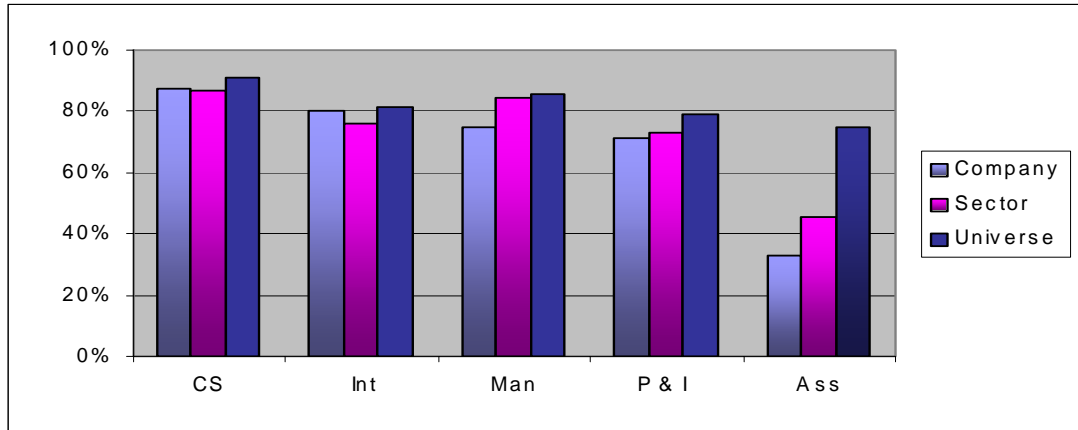
The model on which the Corporate Responsibility Index is based is shown below. The Index enables companies to assess the extent to which **corporate strategy** is **integrated** into responsible practice throughout an organisation. It provides a benchmark for companies to compare their **management** practice across the four areas of community, environment, marketplace and workplace as well as their **performance** in a range of environmental and social **impact** areas, which are material for your business.



The four components are weighted in the following way; **Corporate Strategy 10%**, **Integration 22.5%**, **Management 22.5%** and **Performance & Impact 35%** and the overall **Assurance 10%**(which covers the whole Index). In addition, the four management areas are equally weighted (5.625% each) and each of the six performance & impact sections are equally weighted (5.83%). Within each component, questions are again equally weighted with the exception of questions 3, 11 and 15, which have a slightly higher weighting due to their relevant importance.

## Overall Summary

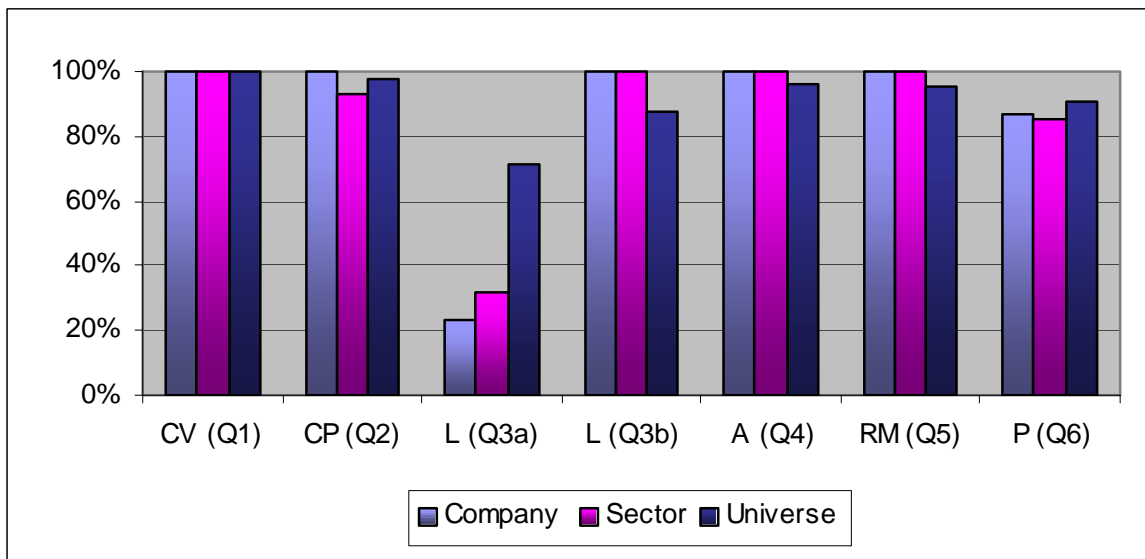
The following figure provides a summary of your company's overall performance across the corporate responsibility agenda. More detailed results are provided in the subsequent sections. Please refer to the Index survey for further detail of each element within the chart. For reference, each chart is normalised to 100%.



**CS** Corporate Strategy, **Int** Integration, **Man** Management, **P & I** Performance & Impact, **Ass** Assurance

## Section 1 Corporate Strategy

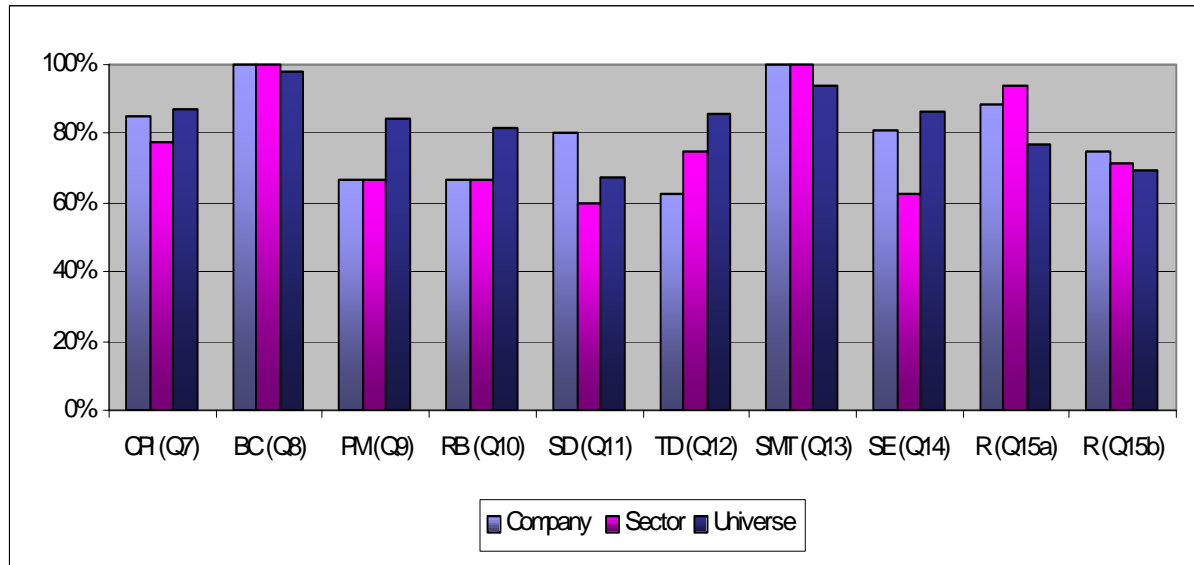
The Corporate Strategy section looks at how the nature of your company's business activities influences the development of strategy relating to responsible business practice, how you deliver this, and how it is reflected in policy and leadership commitments.



**CV** Corporate Values, **CP** Corporate Principles, **L** Leadership (3a Responsibilities, 3b Reporting), **A** Advocacy, **RM** Risk Management, **P** Policies

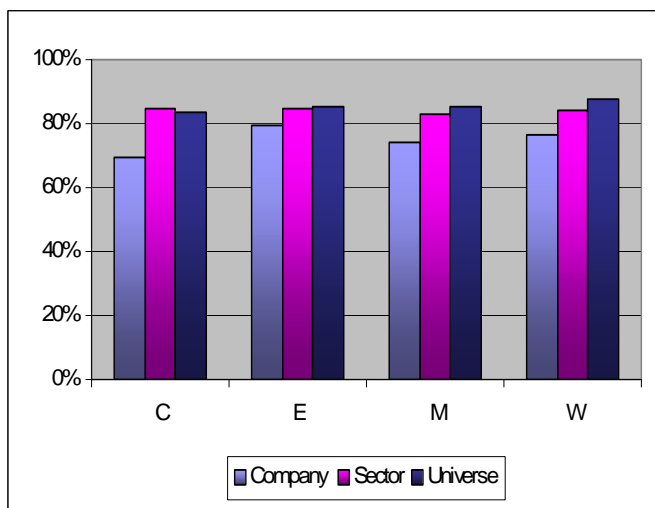
## Section 2 Integration

The Integration section focuses on the organisation, management and integration of responsible business practice throughout your company's operations.



**CPI** Corporate Principles Integration, **BC** Business Conduct, **PM** Performance Management, **RB** Remuneration and Bonus, **SD** Strategic Decision-making, **TD** Training and Development, **SMT** Senior Managers Training, **SE** Stakeholder Engagement, **R** Reporting (15a Reporting, 15b Scope)

## Section 3 Management Practice



In the Management Practice Section we are looking at how your company manages issues relating to the **Community (C)**, **Environment (E)**, **Marketplace (M)**, and the **Workplace (W)**. This provides a sense of the depth and breadth of the management of corporate responsibility within your organisation.

The Management Section looks at what the key issues are for your business, the objectives and targets set to manage these issues and how it communicates, implements and monitors its policies, objectives and targets. The management sections covered the following questions.

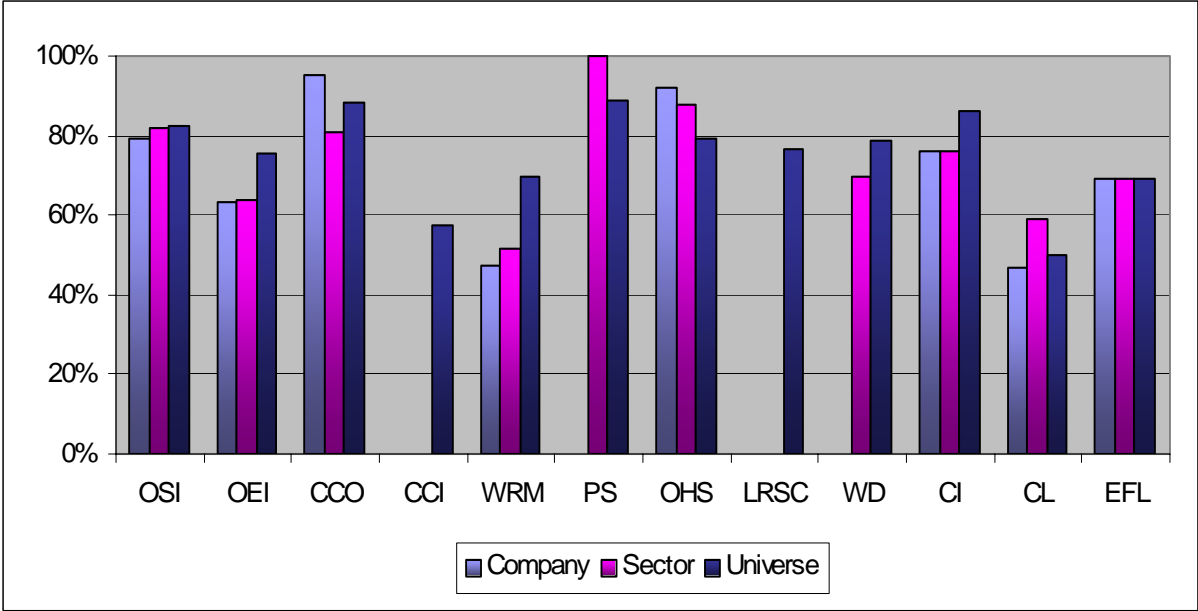
Community Management	Questions 16-21
Environment Management	Questions 22-28
Marketplace Management	Questions 29-35
Workplace Management	Questions 36-40

## Section 4 Performance & Impact

In this section we look at how your company measures its performance and impact in a number of key areas which are important for your business.

For the Corporate Responsibility Index each company was asked to complete two core environmental impact areas of **Climate Change Overall KPI (or Climate Change Individual KPIs)** and **Waste and Resource Management**, and two core social impact areas selected from **Product Safety (PS)**, **Occupational Health and Safety (OHS)**, **Labour Rights in the Supply Chain (LRSC)**, **Workplace Diversity (WD)**, or **Community Investment (CI)**. In addition, companies were asked to select two additional environmental or social impact areas which are material to their business.

In the following chart we provide details of how your company performed in both the core and self-selected impact areas. The figure provides averages for both the impact areas your company selected (a total of six) and those selected by other companies in your sector and the overall index.



**OSI** Overall Social Impact, **OEI** Overall Environment Impact, **CCO** Climate Change Overall KPI, **CCI** Climate Change Individual KPIs, **WRM** Waste & Resource Management, **PS** Product Safety, **OHS** Occupational Health & Safety, **LRSC** Labour Rights in the Supply Chain, **WD** Workplace Diversity, **CI** Community Investment, **CL** Contaminated land, **EFL** Energy for Life

Other companies in your sector chose to complete the following self-selected impact areas:

Contaminated Land