

PART 2

SOCIAL

INDICATORS

Promoting productivity, competitiveness and corporate efficiency through human capital development and labour management practices is fundamental in maintaining sustainable long-term operations. Spark Infrastructure and its investment portfolio businesses aim to promote a safe and inclusive work environment for all employees.

This section of the Report provides an overview of the social aspects that are material to the businesses' operations and include the following indicators:

- LA1-3 on employee retention and labour/management relations;
- LA5-8 on workplace health and safety;
- LA9 and LA11 on training and education;
- LA13 on diversity and equal opportunity;
- LA16 and HR3 on labour practices and non-discrimination;
- S01-2 on the impacts on local communities;
- S03 and 5 on anti-corruption;
- S06-8 on compliance and anti-competitive behaviour; and
- S011 and PR5 on grievance mechanisms for impacts on society.

Aspects LA1-3 highlight the employment conditions within each business with a focus on efforts to attract and retain new talent and investments in human capital resources. Data on new

employee hires for each business can be found in table LA1 in the 'Sustainability Data' section of the Report.

Each investment portfolio company measures and reports the return to work and retention rates after parental leave by gender in an effort to promote an inclusive and equitable work environment for both women and men. The relevant data can be found in table LA3 in the 'Sustainability Data' section of the Report.

Workplace health and safety (WHS) is another very important aspect of the businesses' operations. Although there are no workers who are involved in activities with a high incidence or high risk of specific diseases, the aim of each business is to create and maintain a safe working environment for all employees. Data regarding WHS practices can be found in table LA6 in the 'Sustainability Data' section of the Report.

Training is another important aspect of human capital development. A more skilled workforce can enhance human

capital and employee satisfaction, which correlates to improved performance. The Report provides detail around the level of investment in this area.

The Report also includes data around diversity, equal opportunity and remuneration and non-discrimination practices. Disclosure is provided around the following aspects: LA16, regarding the number of labour practice grievances filed, addressed, and resolved through formal grievance mechanisms and LA13 for TransGrid, which measures the ratio of basic salary and remuneration of women to men. It is on this basis that the businesses report upon incidents of discrimination and associated corrective actions taken during the reporting year.

The impact on local communities is measured through aspects S01 and S02. S01, which measures the percentage of operations with implemented local community engagement, impact assessments, and development programs allows investors to better understand Spark

Infrastructure's and its businesses' commitment to engagement with local stakeholders and showcases our commitment to development through sustainable operations. Any negative impacts on local communities are reported through aspect S02.

Corruption, anti-corruption practices and government relations are also considered to be material to the operations of Spark Infrastructure's businesses. Spark Infrastructure reports on aspects S03-8 to provide insight into the efforts made by its investment portfolio businesses to manage risks related to incidents of corruption, to identify any support provided to political parties and provide transparency around political relationships.

Aspects S011 and PR5 on grievance mechanisms for impacts on society aim to provide details about grievances that were filed and addressed during the year as well as customer satisfaction data. Both aspects are considered to be linked to Spark Infrastructure's long-term growth and success.

SOCIAL INDICATORS CONTINUED

SA Power Networks

SA Power Networks aims to attract and retain highly qualified individuals that are dedicated to creating a safe work environment for all employees. In addition, the business places safety as its number one business priority and has a comprehensive work health and safety system in place, which is certified to the AS/NZS 4801 – Workplace Health and Safety Management Systems Standard and the WHS AS18001 Standards.

The business maintained its accreditation under the Federal Government Building and Construction Workplace Health and Safety Scheme and has been rated a 'low risk' business. SA Power Networks achieved a five-year renewal (the highest possible renewal period under the scheme) of its Self Insurance Status after a stringent audit by ReturnToWorkSA against the Self Insurer Standards in South Australia.

Employee Retention

As one of South Australia's largest employers, SA Power Networks offers a rewarding and flexible work environment that recognises the need to balance work life with personal commitments.

In 2017, 99% of both male and female employees that took parental leave returned to work after their parental leave ended. A detailed breakdown of return to work and retention rates after

parental leave by gender can be found in table LA3 under the 'Sustainability Data' section of the Report.

During the reporting period, SA Power Networks undertook an employee engagement survey that showed very positive feedback with an overall engagement score of 83%, which places SA Power Networks 11% above the industrial sector benchmark. This result is an increase from the 79% outcome from the company's last survey in 2015 and is mainly attributable to a significant increase in the motivation measure. The motivation measure reflects the willingness of employees to apply discretionary effort and is critical to the organisation's ongoing sustainable performance.

SA Power Networks provides the same benefits to both temporary and full-time employees.

Workplace Health and Safety

Health and safety is of paramount importance to SA Power Networks. This was validated as early as 2008 when SA Power Networks won Safe Work Australia's top national safety award, for 'Best Workplace Health and Safety Management System'. Since 2008, the focus on safety for the business has continued to be recognised with finalist positions in both state and national safety awards in 2013, 2014, 2015 and 2016.

In 2017, SA Power Networks was awarded with the 'Australian Apprenticeships Employer Award'. SA Power Networks' focus on providing a safe workplace featured prominently in its submission and the business is particularly proud of the emphasis it places on ensuring apprentices are safe and thoroughly inducted into its safety culture.

Benchmarking studies released by Energy Networks Australia have consistently placed SA Power Networks as a national industry leader in work health and safety performance.

In 2018, the business intends to invest in a world leading Risk and Incident Management System called Enablon.

SA Power Networks operates a business-wide Work Health and Safety (WHS) Committee as the primary committee with three subordinate committees covering field works, network management and corporate functions. All departments and teams also hold local safety meetings.

Workers outnumber the management representatives on the WHS committees and through local safety meetings, which report to the WHS committees. All workers (100%) are represented and have the ability to raise any WHS issues. Health and safety topics are not covered in formal agreements with trade unions but the enterprise agreement covers some topics related to Fatigue Risk Management.



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During the year, SA Power Networks implemented an "Early Treatment and Wellness" program. Under this initiative, employees are entitled to three free physiotherapy treatments per year to prevent minor injuries incurred both inside and outside work. The purpose of the program is to prevent minor injuries developing into more serious injuries.

SA Power Networks' health and safety data can be found in table LA6 under the 'Sustainability Data' section of the Report. There are no workers who are involved in activities with a high incidence or high risk of specific diseases.

SOCIAL INDICATORS CONTINUED

Training and Education

Helping employees expand and develop their skills, particularly through training that expands the knowledge base of employees, is a key element of success for any business and SA Power Networks is known for its commitment to training and education. The business has been providing technical trade training to employees and contractors for more than 50 years. SA Power Networks also runs an apprenticeship program that takes place over a four year period, comprising of both on-the-job and off-the-job training at SA Power Networks Training Centres located at Angle Park and Davenport (Port Augusta) and at TAFE SA. It is worth noting that SA Power Networks won the 2017 Australian Government Training Awards in the category of Australian Apprenticeships – Employer Award.

All employees and workers received a performance and career development review during the reporting period. Strong results are backing SA Power Networks' investment in leadership development programs, with the 2017 results for the business' leadership effectiveness index illustrating that 92% of leaders perform at a good or very good level.

Data on the average hours of training per year per full time employee by gender, and by employee category can be found in table LA9 under the 'Sustainability Data' section of the Report.

Diversity and Equal Opportunity

SA Power Networks is an equal opportunity employer committed to promoting a diverse and inclusive workplace offering a range of career opportunities throughout the organisation from technical and engineering positions through to management and administration roles.

SA Power Networks is committed to increasing gender balance and has developed a range of strategies aimed at increasing the number of women employees, and supporting their development, advancement and success. The aim is to create a workplace that reflects the gender diversity of the broader community and where both women and men feel empowered to achieve their full potential.

To progress this vision, and to improve gender equality within the business, SA Power Networks is focusing on four key areas:

- Increasing the number of women appointed to roles within SA Power Networks.
- Ensuring retention strategies reflect the needs of women within the workforce.
- Developing the talent and capabilities of women in the organisation.
- Promoting a workplace culture that embraces the equal status of women.



SOCIAL INDICATORS CONTINUED

SA Power Networks offers a range of benefits to female employees including:

- A Gender Diversity strategy to support women's development and success.
- Encouraging women working in non-traditional roles.
- Targeted workshops and networking events for women.
- Flexible working arrangements.
- Providing a network of women's support services.

During the reporting period, the business created a Gender Diversity Action Group which focuses on:

- Introducing a family and domestic violence support directive.
- Promoting International Women's day and White Ribbon (Domestic Violence) across the business.
- Improving recruitment practices to ensure women candidates are considered equally.
- Attracting more female apprentices in Powerline operations.
- Retaining female Powerline apprentices which resulted in the organisation seeing the first female apprentice complete their trade in Powerline Operations.

In addition, a decision was made to broaden the focus from gender diversity to broader diversity and inclusion considerations to better represent

SA Power Networks' community and has included:

- Training approximately 150 leaders in the Foundations of Diversity.
- Developing a draft Diversity and Inclusion Strategy that will be implemented in 2018. The focus will concentrate on gender, generational and identity diversity.

Labour Practices

There were no incidents of labour practice grievances or discrimination recorded during the reporting period.

Impacts on Local Communities

SA Power Networks undertakes community engagement, impact assessments and development programs on an 'as needs' basis. These include:

- New substation and power lines that complete a range of activities including Native Vegetation and Aboriginal Heritage checks, and community engagement through the local council and the Development Assessment Commission.
- Stakeholder Engagement Strategy developed for 2016-2020.
- Established reference groups on Renewables, Business, Consumers and Arborist (Vegetation Management).
- Dedicated customer engagement activities including attending regional field days and the Royal Adelaide Show.

- Ran two deliberative sessions with vulnerable customers/ groups as part of the business' engagement strategy.
- Customer Action and Response application (CARE) used to capture customer enquiries, complaints and compliments.

In order to address any significant and potential negative impacts on local communities, SA Power Networks' depot locations are situated in industrial zoned areas so as to minimise interruption to residents. New depots, substations and power lines follow a range of community engagement and environmental considerations to minimise impact. Approval for major works must be granted by the Development Assessment Commission which is a government body.

As the sole distributor to all major population centres, SA Power Networks has a significant role in the community and this is reflected through a diverse sponsorship and community support program.

A varied number of organisations benefited including:

- Adelaide Festival
- History Trust of South Australia
- Little Athletics South Australia
- Trees 4 Life
- CFS (Country Fire Service) Foundation

One of SA Power Networks' focus areas is encouraging a creative community through arts and culture. With sponsorships of organisations such as Adelaide Fringe Festival, Country Arts SA, Australian Dance Theatre and Helpmann Academy, SA Power Networks are helping to promote participation in arts and culture in a wide variety of art forms and locations, as well as encouraging the general community to incorporate creativity into their daily lives.

SA Power Networks also continues to actively support our employee's participation in the South Australian community through our Employee Foundation. The business raises funds for and contributes volunteering time to a number of key charities including Cancer Council SA, Mary Potter Hospice and Hutt St Centre. Additionally, staff are actively encouraged to volunteer or fundraise for causes they are passionate about. SA Power Networks' policy of dollar matching their fundraising up to \$5,000 continues to make a significant difference to a wide variety of charities across the state. In 2017, the employee foundation reached a significant milestone having donated \$2 million to charities since its creation.

SOCIAL INDICATORS CONTINUED

Anti-Corruption

100% of SA Power Networks' operations are assessed for risks related to corruption. Fraud risk is considered on an ongoing basis for all operations across the business. So far, no significant fraud/corruption risks have been identified.

Corruption risk is addressed by providing fraud training, led by the CFO and the Audit & Risk Manager. Training has been delivered to those key areas where fraud and corruption is seen as a credible risk. Fraud and corruption is covered as a key component of the SA Power Networks Code of Conduct. This document is formally communicated to all staff members on an ongoing basis. Role specific training on anti-corruption is provided to staff through the Learning and Development team, consistent with a formal Training Matrix.

During the reporting period, there were zero confirmed incidents of corruption.

There were no legal cases regarding corruption brought against the business or its employees during the reporting period. There were also no incidents where contracts with suppliers were terminated or not renewed due to violations related to corruption.

During 2017, SA Power Networks did not make any financial or in-kind political contributions.

Compliance and Anti-Competitive Behaviour

There were no legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which SA Power Networks has been identified as a participant.

Grievance Mechanisms for Impacts on Society

There were 1,086 grievances about impacts on society filed through formal grievance mechanisms during the reporting period. Over 98% of grievances have been resolved. There were no grievances about impacts on society filed prior to the reporting period that were resolved during the reporting period.

Regarding the levels of customer satisfaction, the Combined Satisfaction Index results that are measured across four key business processes illustrate that in 2017, 80% of customers were satisfied with SA Power Networks' services.





CitiPower and Powercor Australia are strong and stable employers and offer employees exceptional working conditions, employment benefits and career development opportunities.”

Victoria Power Networks

Victoria Power Networks recognises the value skilled employees can bring to the organisation and therefore the business strives to attract and retain highly qualified individuals. Victoria Power Networks also places high importance on matters related to health and safety.

Employee Retention

Victoria Power Networks’ people are its greatest asset and are regarded to be integral to maintaining the safety and reliability of its electricity network. CitiPower and Powercor Australia are strong and stable employers and offer employees exceptional working conditions, employment benefits and career development opportunities.

There are a number of benefits provided to Victoria Power Networks’ permanent employees – both full-time and part-time. These benefits include:

- Income Protection Insurance to provide income for employees with an extended illness or injury who are unable to work.

- Paid Parental leave of 15 weeks for the primary carer and 2 weeks for the secondary carer and also for parents undertaking the adoption of a child.
- An Employee Assistance Program (EAP) which provides free and confidential counselling for employees.

Workplace Health and Safety

CitiPower and Powercor have implemented comprehensive structures for managing and mitigating health and safety-related risks. Victoria Power Networks maintain a Health and Safety Management System that is externally certified to AS/NZS4801 (Workplace Health and Safety Management Systems Standard). In addition, Victoria Power Networks are certified under the Australian Government Building and Construction Work Health and Safety Accreditation Scheme.

Victoria Power Networks established annual Health, Safety and Environmental (**HSE**) KPI’s and during the 2017 reporting period, achieved

a score of 89% for the Safety Leadership KPI, exceeding the stretch target of 85%. This indicator measured meaningful interactions held between leaders and the wider workforce, including contractors. In addition, Victoria Power Networks achieved a score of 85% for the Management System Performance Index, meeting the stretch target of 85%. The index considered performance against a number of HSE indicators, including the timely completion of actions, improving the performance of significant risk controls, reducing inattention-related driving accidents and assurance over high risk contractors. Three significant HSE incidents were recorded against a target of four. This performance has improved considerably during the past five years.

During 2017, Victoria Power Networks launched *Cintellate*: a new HSE reporting and management system that improves the company’s ability to monitor and manage HSE compliance obligations and enables employees to quickly and easily raise incidents and hazards and conduct audits.

Victoria Power Networks’ online HSE information resource, The *HSE HUB*, was also launched in 2017, aimed at improving employee access to important information, documents, news and initiatives. The launch involved transitioning to an integrated HSE Management System and streamlining access to key HSE tools for field-based employees.

In response to incidents recorded during the high-risk and repetitive task of ‘switching’ on the network, an independent review was undertaken in mid-2017 that led to the formation of *Project Switch*. The project involved leveraging the operating practices from high reliability organisations to further reduce the number and severity of switching incidents and ensure best practice in the management of operating risks.



The business invests heavily in training and development on leadership, mentoring and career development to ensure its employees have the skills and capabilities needed for the future.”

As part of its Health and Wellbeing Program, Victoria Power Networks launched *Prostate*, a program offering male employees a free and confidential prostate-specific antigen blood test and skin check to detect possible signs of prostate cancer. With men making up 82% of the Victoria Power Networks workforce, prostate cancer presents a real risk. The program was targeted at employees aged 45 years and over. The program was an overwhelming success with more than 675 men participating in this industry-leading initiative.

Training and Education

The business invests heavily in training and development on leadership, mentoring and career development to ensure its employees have the skills and capabilities needed for the future.

Data on the average hours of training per year per full-time employee by gender can be found in table LA9 under the ‘Sustainability Data’ section of the Report.

Diversity and Equal Opportunity

Victoria Power Networks values the differences between people and the contribution these differences make to its business and the communities in which Victoria Power Networks operates. The business is committed to providing a working environment that is supportive of diversity and where employees have an equal opportunity to achieve their career aspirations. More information on Victoria Power Networks’ approach to diversity can be found in the company’s Diversity and Inclusion Policy.

Labour Practices

In 2017, there were no formal grievances relating to labour practices raised and no incidents of discrimination recorded.

Impacts on Local Communities

CitiPower and Powercor maintain strong connections within the communities they serve. The CitiPower and Powercor networks have strong links with the community through various partnerships, sponsorships and engagement programs adopted.

Stakeholder engagement plays a key role in Victoria Power Networks’ day-to-day operations, strategy development, customer service and the way the business meets its regulatory requirements. Across the business, Victoria Power Networks has a shared approach to managing community impacts, including:

- An Enterprise Stakeholder Engagement Framework that outlines Victoria Power Networks’ commitment and principles for engagement.
- A Stakeholder Engagement Handbook that provides guides, tools and templates for planning and implementing engagement activities.
- Social and Reputational Risk Assessments for all major projects and programs of work.
- Community engagement plans for all major projects and programs.
- A Customer Consultative Committee and Energy Futures Customer Advisory Panel that comprise of a selection of customer and

stakeholders representatives of Victoria Power Networks’ broader community.

- A Stakeholder Engagement Forum of dedicated Relationship Managers to proactively identify stakeholders, issues and trends from a local and regional perspective.
- An insights program that formally collects feedback from a statistically valid representative sample of the community about network performance, connections, pricing, renewables, community safety and engagement.
- An annual community partnerships program that invests in local programs and initiatives in the communities we operate within.
- A Corporate Customer Service team to manage enquiries and ensure all complaints are handled and escalated as per our processes.
- Website(s), email and print newsletters to provide access to information about local community events, consultations and community reports.

SOCIAL INDICATORS CONTINUED

Anti-Corruption

Corruption risk is considered for all business units across the organisation with 100% of Victoria Power Networks' operations being assessed for risks related to fraud and corruption on an ongoing basis. No significant fraud/corruption risks have been identified by the business.

Corruption risk is addressed by providing extensive training to company employees. The organisation's anti-corruption policies and procedures have been communicated to all of Victoria Power Networks' governance body members as well as to all employees. All employees and members of governance bodies within the organisation have also received training on anti-corruption.

Furthermore, communication of policies and procedures to business partners is a standard part of Victoria Power Networks' tendering processes.

During the reporting period, there were no confirmed incidents of corruption.

During 2017, Victoria Power Networks did not make any financial or in-kind political contributions.

Compliance and Anti-Competitive Behaviour

There were no legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which Victoria Power Networks has been identified as a participant.

Grievance Mechanisms for Impacts on Society

Victoria Power Networks received the following grievances for impacts on society filed through formal grievance mechanisms in 2017:

- Environmental – 6 complaints received for issues related to smart meter electro-magnetic fields.
- Planned outages – 15 complaints received.
- Unplanned outages – 6 complaints received. Issues in relation to unplanned interruptions.

- Employee behaviour – 7 complaints received. Issues included unsafe driving and unannounced entry.

All of the above complaints were addressed, resolved and closed out during the reporting period.

In regards to customer satisfaction, CitiPower and Powercor Australia engages the services of an independent market research company "Quantum" to measure customer satisfaction levels across the key customer facing processes undertaken by the business. In 2017, 1,492 customers were surveyed and a combined satisfaction index rating of 86% was achieved. The CitiPower result of 85% in 2017 was an increase of 3% over 2016 results while for Powercor the result of 87% for 2017 continued at the same high levels achieved in 2016.

At the sub category level, strong results were achieved for Contact Centre interactions (92%) and Public Lighting faults responses (94%). Planned interruptions received pleasing results with an increase of 4% from 84% in 2016 to 88% in 2017.

Other areas including unplanned interruptions and customer requests/projects had small reductions of 2% and 3% respectively. The largest reduction was received in Vegetation where results went from 79% in 2016 to 70% in 2017. In 2017, Victoria Power Networks undertook major vegetation, herbicide and removal programs impacting a larger number of customers than ever before (following the transition to a new contractor). In 2018, satisfaction ratings are expected to increase as the program gradually returns to normal annual clearing programs.



TransGrid has implemented a range of best-practice diversity policies, recruitment practices and targets to increase the diversity of the workforce.”

TransGrid

TransGrid’s skilled and experienced teams are essential to the smooth operation of an expansive high voltage transmission network that supplies communities across New South Wales and the Australian Capital Territory. As such, the business strives to provide individuals with the development opportunities they need to succeed in their roles and grow within the business.

Employee Retention

Employee retention is a fundamental consideration for TransGrid. In 2017, 100% of male and female employees that took parental leave returned to work after their parental leave ended. A detailed breakdown of return to work and retention rates after parental leave by gender can be found in table LA3 under the ‘Sustainability Data’ section of the Report.

TransGrid does not provide benefits to full-time employees that are not provided to temporary or part-time employees.

Workplace Health and Safety

TransGrid has six formal joint management health and safety committees. These are based on the organisation’s geographical locations across NSW and the ACT. Each committee meets on a quarterly basis. The level of member’s range from Executive General Managers, Group Managers, Team Leaders, Safety Advisors and Field and Office staff. There are approximately 12 members on each committee. The organisation has recorded the following health and safety incidents during the reporting period:

- Total incidents: 155
- Hazards: 59
- Near Misses: 82
- High Consequence Incidents (as internally defined): 20
- Lost Time Injuries: 7 (including 3 contractors)
- Lost Time Injuries Frequency Rate (LTIFR): 2.0 for employees and 8.0 for contractors

There are no workers who are involved in workplace activities who have a high incidence or high risk of specific diseases.

Training and Education

All employees and workers received a performance and career development review during the reporting period as performance and career development conversations are mandatory for 100% of the workforce.

Diversity and Equal Opportunity

TransGrid is an equal opportunity employer committed to promoting diversity amongst its workforce. Its vision is to create a diverse and inclusive workplace in which all staff feel valued, included and able to fully contribute to the best of their ability.

TransGrid has implemented a range of best-practice diversity policies, recruitment practices and targets to increase the diversity of the workforce. These provide a solid diversity policy and practice foundation that will allow TransGrid to embark on a more strategic diversity and inclusion path.

The company’s Board comprises of eight Directors, three of which are female (37.5%).

The ratio of basic salary and remuneration of women to men by employee category can be found in table LA13 under the ‘Sustainability Data’ section of the Report.

SOCIAL INDICATORS CONTINUED

Labour Practices

Four grievances regarding labour practices were filed and resolved in 2017. TransGrid has formal grievance mechanisms that include an internal grievance procedure and a step process outlined in its Enterprise Agreement.

There were five incidents of discrimination reported during the reporting period. The incidents were reviewed and resolved by the company consistent with internal policies.

Impacts on Local Communities

As part of its ongoing commitment to help build relationships that have a positive impact in the local community, Transgrid actively engages with the communities in which it operates:

- TransGrid has a Stakeholder Engagement Framework that outlines the business' commitment and principles for engagement.
- As part of TransGrid's Regulatory Investment Test for Transmission consultation processes, community engagement strategies are undertaken to invite members of the community to submit their feedback on proposed network construction. This process ensures the public are provided with an opportunity to voice concerns and potential impacts during the life cycle of projects.

- Community engagement plans are developed for all major projects and programs.
- An annual Community Partnership Program in which Transgrid provides support to community groups across NSW and the ACT in areas in which we operate or where we are undertaking network upgrades.
- The TransGrid Advisory Council continues to provide an opportunity for stakeholders to share their views with TransGrid executive members ensuring a consistent, two way conversation on key TransGrid initiatives and broader issues within the sector.

TransGrid continues to operate its free BeSafeKids program throughout NSW to help educate and inform students of the importance of being safe around electricity. TransGrid has assessed the potential negative impacts on local communities as a result of its operations and is actively trying to minimise any such negative impacts.

Anti-Corruption

A significant amount of controls have been implemented to mitigate risks related to corruption.

TransGrid has a Code of Ethics and Conduct that is published on the TransGrid intranet for all staff to access. Other procedures/services available include the whistle-blower service and

procedure, and a Corporate Ethics and Fraud Prevention Policy.

During the reporting period, there were no confirmed incidents of corruption recorded.

TransGrid has only made immaterial payments to attend two political events during the year.

Compliance and Anti-Competitive Behaviour

There were no legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which TransGrid has been identified as a participant and there have not been any significant fines for non-compliance with laws and regulations imposed on TransGrid.

Grievance Mechanisms for Impacts on Society

There were three grievances about impacts on society filed through formal grievance mechanisms during the reporting period. All three grievances have been addressed and resolved. There were also no grievances about impacts on society filed prior to the reporting period that were resolved during the reporting period.

SOCIAL INDICATORS CONTINUED

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TransGrid is an equal opportunity employer committed to promoting diversity amongst its workforce. Its vision is to create a diverse and inclusive workplace in which all staff feel valued, included and able to fully contribute to the best of their ability.”

