

# United Nations Global Compact **Communication on Progress**

June 2020



Government of  
South Australia



SA Water



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.

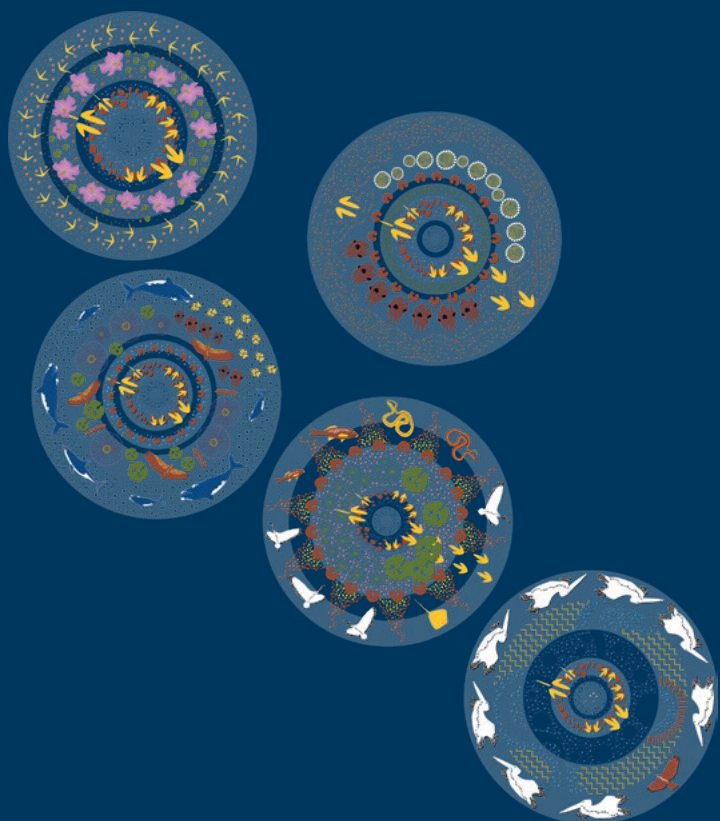
We welcome feedback on its contents.

## Acknowledgement of Country

We acknowledge and pay respect to the traditional custodians and carers of the land and waters on which we operate. We acknowledge the cultural and spiritual connection Aboriginal and Torres Strait Islander people have to land and water and its importance to cultural vitality, life and identity.

We acknowledge their Elders past, present and emerging, and thank them for sharing their knowledge and cultural lore.

We are committed to reconciliation and support the vision of an Australia that respects and acknowledges the culture and heritage of Aboriginal and Torres Strait Island people as the first Australians.



# Contents

Acknowledgement of Country	1	<b>How we contribute to the SDGs</b>	<b>9</b>
<b>Chief Executive statement of support</b>	<b>3</b>	<b>Primary focus:</b>	9
<b>Purpose statement</b>	<b>4</b>	Goal 6 – Clean Water and Sanitation	
		<i>Secondary contribution:</i>	10
		Goal 3 – Good Health and Wellbeing	
		<i>Secondary contribution:</i>	10
<b>A principle based approach</b>	<b>5</b>	Goal 14 – Life Below Water	
Human rights	5	<i>Secondary contribution:</i>	11
Labour	6	Goal 15 – Life on Land	
Environment	7	<b>Primary focus:</b>	12
Anti-corruption	7	Goal 10 – Reduced Inequalities	
		<i>Secondary contribution:</i>	12
		Goal 4 – Quality Education	
		<i>Secondary contribution:</i>	13
<b>Prioritising goals</b>	<b>8</b>	Goal 5 – Gender Equality	
		<i>Secondary contribution:</i>	13
		Goal 8 – Decent Work and Economic Growth	
		<b>Primary focus:</b>	14
		Goal 11 – Sustainable Cities and Communities	
		<i>Secondary contribution:</i>	14
		Goal 9 – Industry, Innovation and Infrastructure	
		<i>Secondary contribution:</i>	15
		Goal 12 – Responsible Consumption and Production	
		<b>Primary focus:</b>	16
		Goal 13 – Climate Action	
		<i>Secondary contribution:</i>	16
		Goal 7 – Affordable Clean Energy	
		<b>Supporting information</b>	<b>17</b>
		<b>Continual improvement plan</b>	<b>17</b>

# Chief Executive statement of support



With more than 1.7 million South Australians at the centre of everything we do, we aim to support growth, development and quality of life for communities across our state by delivering safe, sustainable and affordable drinking water, recycled water and wastewater services.

As a signatory to the Australian water industry's commitment to support the United Nations Sustainable Development Goals (SDGs) we are progressing action for people, planet and prosperity.

In 2018-19, we joined the United Nations Global Compact, the world's largest corporate sustainability initiative which supports progress towards achieving better outcomes. Our policies, procedures and actions have been assessed to understand how they align to the Ten Principles of human rights, labour, environment and anti-corruption.

Our commitment to the Global Compact is reaffirmed as we continue to work towards delivering our services and achieving positive outcomes for our community.

A handwritten signature in blue ink, which appears to read 'David Ryan'. The signature is fluid and cursive.

**David Ryan**  
Chief Executive

# Purpose statement

Please read our [Communication on Progress to the United Nations Global Compact](#) in conjunction with our [2018-19 Annual Report](#).

The data used in this document is largely from the 2018-19 financial year. This report extends beyond this reporting period, expanding on actions we have progressed since June 2019. From July 2020, our communications on progress will be within our annual report.

# A principle based approach

At SA Water, we are committed to ensuring our customers receive reliable, quality services, and trust that we are transparent in what we do.

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 staff.

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 ensure 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; and

**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 ensure 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 staff to improve social outcomes through our investment in the supply chain.

## 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; and

**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 (SA)*
- *Work Health and Safety Act 2012 (SA)*
- *Return to Work Act 2014 (SA)*
- *Long Service Leave Act 1987 (SA).*

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 — 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 employees to develop in becoming a work health and safety representative.

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 obligations that are a recognised 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 as a sponsor of their program *Women in Science, Technology, Engineering and Mathematics (STEM) Careers* which further encourages women to pursue STEM careers.

As a member of Pride in Water, we support this initiative to ensure inclusion for our people who identify as LGBTIQ+ as well as our customers, across the water industry in Australia.

To support our people, we have a Together for Women networking group and are developing a Pride Network Group.

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; and

**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 including, yet 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 that 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, Actions, Assured, Managed system and managed in accordance with the policy and procedures.

### Actions

Environment and heritage assessments ensure potential impacts to the environment or heritage are identified and managed throughout planning, construction and operation of 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 within our business where a specific area of operation has significant responsibility requirements.

# Prioritising goals

The Sustainable Development Goals 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. </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. </p>	<p>We serve the whole community and 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. </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. </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.

Relevant Goal 6 targets	Our target	Progress as at 30 June 2019
<b>6.1</b> By 2030, achieve universal and equitable access to safe and affordable drinking water for all.	Delivering water services across the state.	We supplied more than 220 billion litres of water to nearly 700,000 homes and businesses for more than 1.7 million people.
	Delivering a reduced average bill price.	Our customers average bill made up on average 1.33 per cent of their household income, under our target of 1.44 per cent, and we continue to work to bring this down further in future.
	Providing services to remote communities.	We provided services to remote Aboriginal communities including the Anangu Pitjantjatjara Yankunytjatjara Lands, with an estimated population of 2,650.
	Supporting customers experiencing hardship.	Delivery of our Customer Assist Program targets.
<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.	We provided dependable wastewater services to nearly 530,000 homes and businesses in metropolitan Adelaide and larger regional towns.
<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.	In 2018-19 we had 124 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 103 overflows. Both results are above our target of 79.
<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.	With 372 kilometres of pipe networks and 6,344 connections, we have the longest recycled water mains network in Australia.  We recycle more than 30 per cent of our wastewater, the second highest percentage of all large utilities in Australia.

## 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.

Relevant Goal 3 targets	Our target	Progress as at 30 June 2019
<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 99.94 per cent health compliance with the Australian Drinking Water Guidelines, against our target of 99.9 per cent.

## 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 34.7 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 to ensure waste streams do not have negative impacts on coastal waters.

Relevant Goal 14 targets	Our target	Progress as at 30 June 2019
<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 34.7 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 100 per cent compliance with our legislative and regulated environmental protection responsibilities against a target of 98 per cent.

## 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.

Relevant Goal 15 targets	Our target	Progress as at 30 June 2019
<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.	The 10-yearly review of our major land holdings shows no reductions in vegetation ratings and several vegetation ratings for specific land management units are increasing. 47 hectares of new plantings are directed toward ecological restoration of degraded land and have created a measurable net gain in biodiversity value.
<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.	We have 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.	We continue to implement and record pest animal control programs across all of our major landholdings for key species such as goats, deer, rabbits, pigs and foxes.
	Protect biodiversity through prescribed burning of catchments.	Since 2009, 3,000 hectares of our land has been burnt through prescribed burning activities.

## 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 that is in development. 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.

Relevant Goal 10 targets	Our target	Progress as at 30 June 2019
<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.	Increasing the number of Aboriginal and Torres Strait Islander employees.	2.11 per cent of our people are Aboriginal and/or Torres Strait Islander people. By June 2020 we want to increase this to 2.5 per cent.

## Secondary contribution: Goal 4 – Quality Education



### How we contribute to this goal

Our school 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.

Relevant Goal 4 targets	Our target	Progress as at 30 June 2019
<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.	11,912 students and their teachers participated in our Brainwave education program.

## 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 and trades.

Relevant Goal 5 targets	Our target	Progress as at 30 June 2019
<b>5.5</b> Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Increasing the number of women in leadership positions.	35.39 per cent of leadership positions are held by women.

## 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.

Relevant Goal 8 targets	Our target	Progress as at 30 June 2019
<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 \$7.8 million (0.92 per cent of our total spend) with Aboriginal businesses, exceeding our 0.6 per cent target.
<b>8.6</b> By 2020, substantially reduce the proportion of youth not in employment, education or training.	Providing a number of entry level positions for graduates, trainees, cadets and apprentices.	Provision of 70 positions across the business dedicated to these programs.
	Providing work experience opportunities for Aboriginal and Torres Strait Islander people through our partnering with Tauondi Aboriginal College.	Of the 70 positions, 11 are filled by Aboriginal and/or Torres Strait Islander people.
	Provision of graduate roles.	Provision of 18 graduate positions in our workforce.

## 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 are also promoting 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 water fountains across South Australia.

Relevant Goal II targets	Our target	Progress as at 30 June 2019
<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.	Research new ways to cool our communities and reduce the effect of urban heat islands through urban greening initiatives.	Trials undertaken on ways to use water to keep suburban houses and gardens cool, and our world-first heat mitigation trial at Adelaide Airport.

## 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 lifecycle to ensure resilient provision of water and wastewater services into the future.

Relevant Goal 9 targets	Our target	Progress as at 30 June 2019
<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.	Investing in sustainable infrastructure.	We have applied for accreditation under the Infrastructure Sustainability Council of Australia's (ISCA) Infrastructure Sustainability rating system for the 'design' and 'as built' aspects of the newly constructed wastewater treatment plant at Brinkley. We recently submitted our design rating and are now awaiting official endorsement from the ISCA Board for certification.
<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, with all countries taking action in accordance with their respective capabilities.	Investing in renewable technologies to reduce our greenhouse gas emissions.	As part of our Zero Cost Energy Future initiative, we are installing 500,000+ solar panels and 34 megawatt hours of energy storage.



## 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.

Relevant Goal 12 targets	Our target	Progress as at 30 June 2019
<b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.	Complying with our water extraction licences.	We achieved 100 per cent compliance.
<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 2018-19 we achieved 100 per cent reuse of all suitable biosolids generated from our wastewater treatment plants.
	Achieve at least 28 per cent beneficial reuse of wastewater generated from our wastewater treatment plants.	In 2018-19 we achieved 34.7 per cent reuse of wastewater.
<b>12.7</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 Bench trailers provided more than 120,000 litres of drinking water to about 1.8 million people at more than 150 public events across South Australia. This is equivalent to saving more than 210,000 single use 600mL plastic bottles.  Our BYOB (bring your own bottle) initiative and public campaign is responsible for the installation of drinking water fountains at Adelaide Oval, the Royal Adelaide Showgrounds and across various local council areas. An app mapping the location of drinking water fountains has been developed for community use.

## 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.

Relevant Goal 13 targets	Our target	Progress as at 30 June 2019
13.2 Integrate climate change measures into national policies, strategies and planning	Meeting our greenhouse gas emissions reduction target and our renewable energy generation target.	Our renewable energy generation capacity is now equivalent to reducing emissions by 89,000 tonnes of carbon dioxide equivalent per year. We have 2,285 hectares of reforestation for the purpose of carbon sequestration.
	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.

## 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 520 gigawatt hours of energy used in 2018-19.

Relevant Goal 7 targets	Our target	Progress as at 30 June 2019
7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.	Delivering low and stable prices for our customers with the aim of achieving a net electricity cost of \$0 from 2020-21.	We have established seven initiatives, including a \$390 million capital project to install 500,000 solar panels and 34 megawatt hours of battery storage.

---

## Supporting information

[2018-19 Annual Report](#)

## Continual improvement plan

This is our first Communication on Progress and we have identified the following opportunities for improvement:

- Combine our CoP reporting into our annual reporting process.
- 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 such as our climate change strategy.
- Increase business-wide understanding of the SDGs and communicate about them on a regular basis.

