

# our guiding principles



Customer Supply Officer Stephanie Holmquest.

## Our purpose

To see the Tasmanian community prosper from our efforts.

## Our vision

To be the company most welcome into people's homes and businesses.

## Our values

<b>Customers –</b>	We care for our customers.
<b>Teamwork –</b>	We work together, with initiative and enthusiasm.
<b>Safety and Health –</b>	We work safely and care for each other's wellbeing.
<b>Openness and Honesty –</b>	We treat everybody with fairness, equity, integrity and respect.
<b>Community –</b>	We care for the Tasmanian community by recognising our social and environmental responsibility.
<b>Quality –</b>	We meet our daily challenges through innovation and quality.
<b>Leadership –</b>	We are accountable for our actions and lead by example.

## About this report

At Aurora Energy Pty Ltd we believe that effective annual reporting is an essential component of corporate social responsibility. In this, our 11th annual report, we aim to provide our shareholders and stakeholders with a transparent, easy-to-read report of our operations during the 2008/2009 financial year, and how we plan to meet the challenges that face us in the year ahead.

Our shareholders are the Tasmanian Government. Our stakeholders have been identified as, but are not limited to, our shareholders, our employees, business and residential customers and the wider Tasmanian community, the media, relevant unions, regulatory authorities, our suppliers, contractors, external service providers and sponsored partners. For further information on our stakeholder engagement processes, refer to page 81-83.

We have chosen 'Securing our Future' as the theme for this report. This reflects not only our company's recent diversification, but also our purpose – to see the wider Tasmanian community prosper from our efforts. At the time this report was written, our

business was on the cusp of major change. Our chosen theme references the magnitude of the challenges we faced in the year under review, and the style in which we are responding to them as we move forward.

We have attempted to include sustainability reporting principles within our annual report, in order to minimise costs and avoid duplication of information. This report has been prepared with reference to the G3 Global Reporting Initiative (GRI) Sustainability Reporting Guidelines and the GRI's Electric Utilities Sector Supplement. A GRI Index is included at the back of this report.

We were also guided in the content of this report by the Energy Supply Association of Australia's (esaa) Sustainable Practice Framework, which was launched in March 2009.

As a member company, we have endorsed the framework and its nine key principles. They are to:

1. Maintain good corporate governance practices.
2. Deliver value to shareholders, customers and the community.

3. Provide a safe, secure and reliable energy supply.
4. Engage key internal and external stakeholders on significant sustainability matters.
5. Maintain and enhance workforce health, safety, wellbeing and development.
6. Develop and implement climate change responses.
7. Improve environmental performance and resource efficiency.
8. Foster and support community programs.
9. Promote measurement and reporting of sustainability performance.

The GRI index is included for the first time in our reporting history. The Net Balance Management Group verified the safety, health and environment sections of this report. Its verification statement is reproduced on pages 146-147. We will seek to widen the scope of verification in future reports, in the spirit of continuous improvement in our reporting practice.