



# FY21 Sustainability Reference Report





## Welcome **Mihi Whakatau**

Tēnā koutou kātoa  
For Powerco, sustainability means balancing the needs of the communities we work in, our environment and the financial health of our business.

Although we've been implementing sustainable practices for some time, our focus this past year has been on bringing them all together as part of a cohesive, business-wide strategy.

Like us, our customers and stakeholders care about sustainability. Reporting on our sustainability responsibilities not only creates transparency and holds us to account, it also gives our customers and stakeholders confidence that we're moving in the right direction.

Our on-line sustainability reporting displays the progress we have made. Over the past year, we've continued to:

- renew and improve our systems and networks to ensure they are more reliable and resilient
- trial and implement new technologies to provide future focused energy networks that will continue to fulfill our customers' needs.
- deepen our understanding of our carbon footprint, and establish a path to decrease it
- create opportunities for our customers to also contribute to New Zealand's low carbon transition by enabling their innovation, connection to and transaction over our network
- have an innovative approach to health and safety
- create a more diverse workplace, and

- increase our engagement with our communities and stakeholders.

Our efforts are bringing the right results – we've achieved a five-star rating for the past five years of the GRESB sustainability benchmarking, which puts us in the top 20 percent of companies that undertake the survey worldwide, and this year ranked first within our peer comparison group<sup>1</sup>.

While acknowledging we still have lots of mahi ahead, we're proud to share our progress in this report and our online [dashboard](#).

We look forward to sharing future updates as we continue on our sustainability journey.

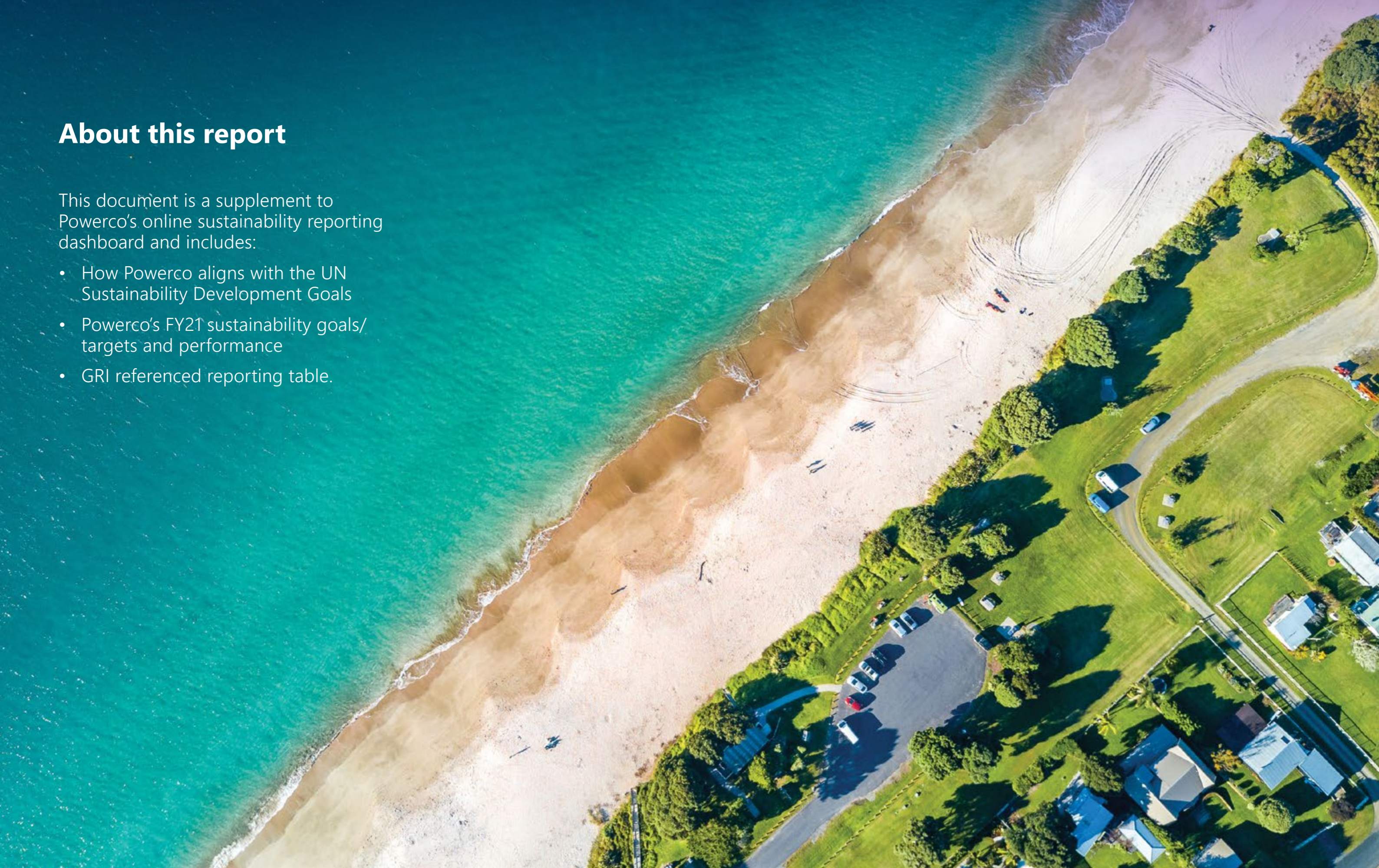
**Nāku noa, nā**  
**James Kilty, CEO**

<sup>1</sup> GRESB | The Global ESG Benchmark for Real Assets | ESG Real Estate | ESG Infrastructure – The ESG Benchmark for Real Assets

## About this report

This document is a supplement to Powerco's online sustainability reporting dashboard and includes:

- How Powerco aligns with the UN Sustainability Development Goals
- Powerco's FY21 sustainability goals/targets and performance
- GRI referenced reporting table.



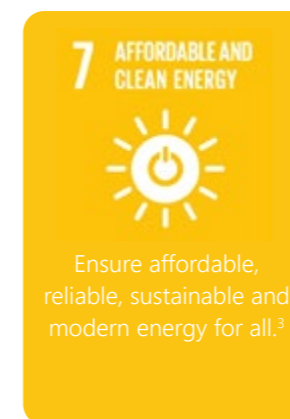


## About the United Nation's Sustainable Development Goals

In 2015, United Nation members agreed to a set of 17 Sustainable Development Goals (SDGs), to guide the world towards a more sustainable future.<sup>2</sup>

Powerco has identified the four SDGs most relevant to our material sustainability issues and where we can make the biggest impact. The goals, targets and performance reporting contained in this document show our commitment to these SDGs.

<sup>2</sup> United Nations Sustainable Development Group: Home



<sup>3</sup> Goal 7 | Department of Economic and Social Affairs (un.org)

<sup>4</sup> Goal 9 | Department of Economic and Social Affairs (un.org)

<sup>5</sup> Goal 10 | Department of Economic and Social Affairs (un.org)

<sup>6</sup> Goal 13 | Department of Economic and Social Affairs (un.org)



Ngā pou  
**The pillars  
of our work**

Our materiality assessment helped us form Powerco's five sustainability pillars/pou.

Here are our five sustainability pou (pillars). These were identified through a materiality assessment in line with best practice and GRI requirements. This involved a stakeholder engagement process that recognised these areas as being most important for both our business and our stakeholders. By reporting under each pou, we aim to provide a clear view of our sustainability priorities, our goals and targets, and the work we are carrying out.

**Sustainability pillars**



Ensuring reliable & resilient networks



Contributing to a lower carbon world



Health and safety at our core



Supporting our people



Engaging with our communities



## FY21 sustainability goals/targets and performance

Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
Whirinaki Ensuring reliable and resilient networks	Short	Keep our customers' power on for an average of 99.95% of the time.	We kept our customers' electricity on for an average 99.95% of the time. <a href="#">Learn more.</a>	Keep our customers' electricity on for an average of 99.95% of the time
	Short	Invest (CPP1) \$145m in electricity network renewal and growth to stabilise network performance	We invested \$184.5m in renewal and growth projects and initiatives to stabilise our electricity network performance as part of our Customised Price Path (CPP) programme. <a href="#">Learn more.</a>	Invest \$196m in electricity network renewal and growth to stabilise network performance
	Short	Replace or reinforce 4456 poles	We replaced or reinforced 4,811 poles, 18% more than last year, exceeding our target of 4,456. <a href="#">Learn more.</a>	Replace or reinforce 3582 poles
	Short	Replace 210km of lines	We replaced 234km of overhead lines, 28% more than last year, exceeding our target of 210km.	Replace 195km of overhead lines
	Short	Manage over 7472 tree sites	We managed 14,300 tree sites, 30% more than last year and almost double our target of 7,472. <a href="#">Learn more.</a>	Manage 9,263 tree sites
	Short	Keep our customers' gas flowing on average 99.99% of the time.	We kept the gas flowing to our customers 99.99% of the time. <a href="#">Learn more.</a>	Deliver energy security to our gas customers by keeping the gas flowing 99.99% of the time
	Short	Complete Wellington central business district pressure and resilience upgrade project (Project Gotham).	We completed a four-year project to upgrade gas pipelines in Wellington's CBD. <a href="#">Learn more.</a>	Completed
	Short	(New target for FY22)		Complete planned safety, reliability & resilience upgrades outlined in the Gas Asset Management Plan
	Medium	Complete the CPP1 electricity investment programme.	We've seen a steady decline in high voltage faults. <a href="#">Learn more.</a>	Complete our CPP electricity investment programme
	Medium	Maintain electricity resilience and reliability by developing the post CPP1 investment programme.	Our post-CPP investment programme is being developed to ensure we maintain electricity resilience and reliability for our customers after our CPP is complete. The programme will focus on asset renewal, maintenance and growth of our network assets so we can meet growing electricity demand in the regions we serve. <a href="#">Learn more.</a>	Maintain electricity resilience and reliability by developing a post-CPP investment programme



Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
Whirinaki Ensuring reliable and resilient networks	Medium	Develop a Climate Change physical asset adaptation strategy based on climate hazard mapping.	In development. Using vulnerability mapping undertaken in 2020, we're identifying assets that are vulnerable to climate hazards (such as ground-mounted equipment that may need to be moved or redesigned).	Develop a climate change physical asset adaptation strategy based on climate hazard mapping
	Medium	Improve gas network security by installing sectorisation valves.	We invested \$110,000 in new gas valves to improve our gas network security. <a href="#">Learn more.</a>	(Replaced with new short-term target)
	Medium	Complete the district regulator station (DRS) rationalisation and resilience programme	A resilience and rationalisation programme is underway for our gas district regulator stations (the equipment where we convert high-pressure gas into lower pressures for homes and businesses). Reference 6.3.6. <a href="#">Learn more.</a>	(Replaced with new short-term target)
	Medium	Improve cyber security resilience to 4.2 by FY23 (based on an internationally recognised maturity framework and survey)	Using Gartner's internationally recognised IT maturity framework, our cyber security resilience rating of 3.9 is ahead of expectations, as we progress towards a rating of 4.2 by 31 March 2023. To guide us in the long term, a strategic review of our cyber security is planned for our next financial year to keep ahead of standards as they evolve. <a href="#">Learn more.</a>	Improve our cyber security resilience to 4.2 on the Gartner IT maturity framework by 31 March 2023
	Medium	Replacement of poor performing HDPE pipelines (installed pre1985)	We're doing modelling to identify poor-performing areas of our gas network. We replaced 4.3km of pre-1985 HDPE and 2.2km of steel gas pipes. <a href="#">Learn more.</a>	(Replaced with new short-term target)
	Long	Replacement of poor performing steel and HDPE pipelines (installed pre1985)		(Replaced with new short-term target)
	Long	Improve network automation and visibility. Automation and control. Enable distributed generation. Low voltage network performance monitoring programme	We're making progress on improving our network automation and visibility. One example is the rollout of Long Range Wide Area Network (LoRaWAN) smart sensor technology across the majority of our network to relay real-time information about our equipment back to our Network Operations Centre. <a href="#">Learn more.</a>	Improve network automation and visibility. Automation and control. Enable distributed generation. Low voltage network. Performance monitoring programme
	Long	Continual improvement of cyber security resilience	A strategic review of our cyber security resilience is planned during 2022/23 as standards evolve and change.	Continual improvement of cyber security resilience

Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
Taiao Contributing to a lower carbon world	Short	Measure and reduce scope 1 and 2 emissions (excluding line losses) and the most material scope 3 emission activities (currently flights and contractor mileage)	Our annual greenhouse gas report found that between April 2020 – March 2021 our scope 1 and scope 3 emissions compared to the previous year. This was due to improved reporting of our emissions and changes in the National Grid energy mix (the type of power generation used). We've started on our plan for reducing emissions from our facilities and fleet and are encouraging reductions in employee flights with increased use of video-conferencing.	Measure and reduce scope 1 and 2 emissions excluding the emissions associated with electricity line and gas pipe losses (the energy lost in transit to customers) and our most material scope 3 emission activities
	Short	Develop a low carbon transition strategy for the gas network	Our low carbon transition strategy continued to evolve, informed by the Climate Change Commission's draft recommendation, emission reduction plans and government policy announcements. <a href="#">Learn more.</a>	Publish our low carbon transition strategy for our gas network
	Short	Develop a roadmap for our 2030 net zero target	We developed a roadmap for our 2030 net zero target. <a href="#">Learn more.</a>	
	Medium	Deliver the roadmap for meeting our net zero at 2030 target		Implement emissions reduction strategies in line with our evolving "net zero at 2030" roadmap
	Medium	Support distributed and renewable generation by enabling our customers' use of solar panels, batteries, and EVs	We've made it easier for customers to connect their distributed generation to us by simplifying our process. <a href="#">Learn more.</a>	Build an automated application process for small-scale solar distributed generation connections (Changed to a short-term target)
	Medium	Prepare for Zero Carbon Amendment Act reporting and Taskforce for Climate Related Financial Disclosures (TCFD) requirements	We reported to the Ministry for the Environment on our preparedness for risks associated with climate change. We're also preparing for broader reporting to other interested groups using asset exposure and vulnerability mapping undertaken in 2020.	Prepare for climate related risk reporting
	Medium	Plan to enable our gas network assets to convey biomethane (biogas) and hydrogen	We started work to understand how suitable our network is for conversion to renewable gases. <a href="#">Learn more.</a>	Complete our low carbon gas readiness assessment for 100% of our gas network
	Medium	Trial zero carbon gas (or blend) on our gas network	We began scoping two of our gas networks for use in a hydrogen trial as part of an initiative led by First Gas. <a href="#">Learn more.</a>	Complete a green gas readiness assessment for 100% of our gas network

Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
	Medium	Trial zero carbon gas (or blend) on our gas network	We began scoping two of our gas networks for use in a hydrogen trial as part of an initiative led by First Gas. <a href="#">Learn more.</a>	Complete a green gas readiness assessment for 100% of our gas network
	Medium	Test options for our gas customers to offset their emissions through a voluntary scheme (eg forestry)	We're yet to explore options for our gas customers to offset their emissions through a voluntary scheme.	Explore carbon offset options for our gas customers
	Long	Achieve our net zero emissions target through the reduction of emissions and by offsetting any unavoidable emissions (eg via forestry)	Our first step to achieving our net zero emissions target was to develop an emissions reduction roadmap. <a href="#">Learn more.</a> We will continue to work on accelerating our reductions whilst also developing a long term offsetting strategy.	Achieve our net zero emissions target through the reduction of emissions and by offsetting unavoidable emissions
	Long	Continue to evolve the electricity network to support customer driven renewable generation and energy trading	As per our shorter term goal, we have made progress in supporting distributed and renewable generation by enabling our customers' use of solar panels, batteries, and EVs. <a href="#">Learn more about distributed generation.</a> <a href="#">Learn more about Smart EV charging project.</a>	Continue to evolve the electricity network to support customer driven renewable generation and energy trading
	Long	(New target for FY22)		By 2030, reduce the volume of natural gas used by 20% (from 2019-20 levels)





Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
Hauora Promoting health and safety	Short	Reduce serious harm through a 10% year-on-year reduction in LTISR (the severity rate of injuries)	We saw an increase in the severity of injuries sustained by the field crews who were injured working on our network.	Reduce serious harm through a 10% year-on-year reduction in loss time injury severity rate
	Short	Achieve a minimum of 92 Executive and Board leadership workplace safety interactions per year	Our board and executive leadership team had at least 92 safety conversations at our field crews' worksites over the year.	Achieve a minimum of 92 board and executive leadership workplace safety conversations per year.
	Short	Increase awareness of critical risks and controls	We are also proud of our continuing look up and know what's below public safety campaigns, specifically Orchard Safety. <a href="#">Learn more.</a>	Increase awareness of critical risks and controls within the Powerco team and our field crew. (Changed to a medium-term target)
	Short	Increase use of data to drive public safety initiatives with a focus on reducing live lines coming down	We established a 'lines down' and public safety working group with an initial focus on gathering data to gain a deep understanding of what improvements and education campaigns we would undertake.	Increase use of data to drive safety improvement initiatives. (Changed to a medium-term target)
	Medium	Deliver balance in health and safety with a focus on health, specifically mental health	We identified and trained our first set of Powerco mental health first aiders to kick off our increasing focus on health.	Deliver balance in health and safety – specifically mental health – for the Powerco whānau. Embed mental health first aiders in the business (Changed to a short-term target)
	Medium	Implement Safety As Usual (based on Safety II) at Powerco	We've progressed our 'Safety as Usual' philosophy through the implementation of our learning teams. <a href="#">Learn more.</a>	Changed to a new target for FY22
	Medium	Deliver insights and improvement plans in risk management by bringing key stakeholders together to learn across three focus areas – lines down, wooden assets, and mark and locate	We ran six collaborative learning teams to drive insights and improvement plans in risk management, including work safety interactions and lines down incidents.	Continue to embed learning teams to solve problems and deliver improved health and safety outcomes for Powerco, our field crews and the public
	Medium	Develop a clear understanding of our health and safety resilience through the creation of a leading indicator balance scorecard	We want to understand our health and safety resilience. To achieve this resilience, understanding a set of leading indicators is vital to predicting future performance.	Develop Powerco's set of health and safety leading indicators
	Long	(New target for FY22)		Create the leading indicator performance scorecard for our health and safety resilience
Long	(New target for FY22)		Continue to develop data analytics and technology to support our learning teams	



Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
<b>Maanaki Tāngata</b> Supporting our people	Short	Develop an annual inclusion and diversity reporting framework.	We developed an annual inclusion and diversity reporting framework for our board and team, showing our gender equality, demographic diversity and inclusiveness.	Completed
	Short	90% of employees able to access flexible working practices	95% of our team are able to access flexible working practices.	Completed
	Medium	Develop a Māori response strategy	We developed a Māori response strategy focused on growing Māori representation and cultural competency of our team. Māori are under-represented, at 3% of our workforce.	100% of our leaders are culturally competent (Modified target for FY22)
	Medium	Achieve a gender balance within 10% for senior roles	43% of senior roles are held by women. <a href="#">Learn more.</a>	Maintain equal gender representation within senior leadership roles (plus or minus 10%). (Changed to a short-term target)
	Medium	Employee Net Promoter Score (eNPS) >40%	Our employee Net Promoter Score (NPS) – how likely a member of the team would be to recommend Powerco as a place to work – was 43% in November 2020. (NPS is calculated by subtracting the percentage people who wouldn't recommend Powerco as a place to work from the percentage people who would.)	Achieve an employee Net Promoter Score (eNPS) of more than 50% (eNPS is how likely a member of the team would be to recommend Powerco as a place to work) (Modified target for FY22)
	Medium	Achieve a less than 2% gender wage gap for the same or similar roles	There was a 1.7% pay gap between men and women doing the same or similar work 1 April 2020 – 31 March 2021.	Maintain gender pay equity (plus or minus 2%) for the same or similar roles, and less than 15% overall gender pay gap. (Modified target for FY22)
	Long	Develop a company culture that positively shapes the employee experience and supports the delivery of business priorities.	We're using a range of measures to help us gauge our team's experience at work, including our Annual Culture Report.	Maintain a score of more than 80% of our team agreeing that 'at work, my opinion seems to count' and, more than 95% of our team agreeing that 'my manager or someone at work cares about me.' (Changed to a medium-term target)
	Long	Powerco's workforce reflects the communities it serves.	We're approaching equal gender representation in our team with 40% of people identifying as female.	Powerco's workforce to reflect the communities we serve by having 10% Māori in our team by 2025 and achieving Rainbow Tick accreditation by 2022. (Modified target for FY22)

Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
Whaka-kotahitanga Engaging with our communities	Short	Implement annual Community and Stakeholder Engagement Programme	Our annual stakeholder engagement programme is behind schedule. A new programme will be rolled out in 2022.	Implement an annual Community and Stakeholder Engagement Programme
	Short	25% increase in engagement with customers most impacted by power cuts	We engaged with customers who were most impacted by power outages across 15 projects, up from five the previous year.	Increase engagement with customers most impacted by power outages by 50% on the previous year. (Modified target for FY22)
	Short	Publish annual customer insight information relating to customer views on reliability, price, sustainability, service experience and use/planned uptake of new technologies	Work to publish customer insights has been moved out to 2022.	Publish annual customer insight information relating to customer views on reliability, price, sustainability, service experience and use or planned uptake of new technologies
	Short	The Gas Hub builds greater awareness and understanding of customer preferences through attendance at homeshows across our network regions	The Gas Hub team attended two home shows to engage with customers about their preferences. <a href="#">Learn more.</a>	Gain positive customer engagement through The Gas Hub team's attendance at home shows across our network regions
	Short	Establishment of Iwi engagement framework	We established an Iwi liaison role within our community engagement team, enabling work on an Iwi engagement framework to start.	Develop an Iwi engagement framework (Changed to a medium-term target)
	Medium	All community investment initiatives are aligned to our sustainability priorities	We're refocusing our community partnerships to better-align with our sustainability priorities. <a href="#">Learn more.</a>	Align our community partnerships to our sustainability priorities.
	Medium	(New target for FY22)		Create a suite of self-service tools for customers, and implement Customer Relationship Management systems to help us improve our interactions
	Medium	Introduce a suite of customer satisfaction measures by FY22 and collect data to establish a baseline	We're developing customer satisfaction measures which we'll introduce. Our customer team has continued measuring satisfaction through surveys and have begun to focus on wider sector engagement.	Set customer satisfaction measures and collect data to establish a baseline.

Pillar (Pou)	Term	Target FY21	Performance FY21	Target FY22
	Medium	Implement a support plan for customer groups identified by Powerco as vulnerable by FY23	We support EnergyMate to help vulnerable customers make the most of their energy use, and we're involved with the Electricity Retailers' Association of NZ's energy hardship programmes. <a href="#">Learn more.</a>	Continue to develop data analytics and technology to support our learning teams
	Medium	Seek direct community input to support the planning and design for at least 50% of major Powerco network projects	We continue to work with customers and communities to ensure we seek direct input to support the planning and design of at least 50% of our major network projects. <a href="#">Learn more.</a>	Seek direct community input to support the planning and design of at least 50% of our major network projects
	Medium	The Gas Hub provides clear information and engages with customers and communities to guide the transition to a low carbon gas future	The Gas Hub team has been working with customers and communities to guide the transition to a low carbon gas future – including our 'Comfort Lovers' campaign, home shows, and roadshows to meet with gas fitters. <a href="#">Learn more about our future gas journey.</a> <a href="#">Learn more about 'Comfort Lovers'.</a>	Provide clear information and engage with customers and communities to guide the transition to a low-carbon gas future
	Long	All customers and communities understand the role of Powerco in their communities and know when and where to seek information and engage with us.	We began a redevelopment of our website. Once complete, it will allow us to continue building awareness about who we are and what we do, and ensure customers know how to find information and engage with us.	Build awareness so all customers and communities understand the role we play in their communities, and ensure they know how to seek information from, and engage with, us



## GRI Index

GRI is an international, independent standards initiative and represents the most widely adopted global standards for sustainability reporting. We reference GRI standards to provide guidance on best practice sustainability reporting. Below is our reporting for FY21 in reference to GRI.

GRI Standard	Disclosure
102-1 Name of organisation	Powerco Ltd (including all its subsidiaries)
102-2 Activities, brands, products and services	<a href="#">Our business (powerco.co.nz)</a>
102-3 Organisation's headquarters	Level 2, NPDC Civic Centre, 84 Liardet Street, New Plymouth, New Zealand
102-4 Countries with significant operations	New Zealand
102-5 Nature of ownership and legal form	<a href="#">Our people (powerco.co.nz)</a>
102-6 Geographic locations, sectors served, types of customers and beneficiaries	<a href="#">Our business (powerco.co.nz)</a>
102-7 Scale of operation	<a href="#">Pricing and disclosures (powerco.co.nz)</a>
102-8 Employees	<a href="#">Our People – Statistics FY21 (powerco.co.nz)</a>
102-9 Description of supply chain	<a href="#">Our business (powerco.co.nz)</a>
102-10 Significant changes to the organisation and its supply chain	Nil
102-11 Precautionary Principle or approach	Powerco incorporates a precautionary approach within our environmental management system and Health, Safety and Environment by Design guidelines
102-12 Externally developed environmental and social charters and principles	<a href="#">Careers (powerco.co.nz)</a>
102-13 Main memberships relating to our material topics	Accessibility Tick network, Drive Electric, Electricity Engineers Association (EEA) – Lifeline Utilities Group, EEA National Committee for Live Work, EEA Overhead Line Design Competency, EEA Public Safety Working Group (PSWG), EEA Safety Standards and Procedures Group (SSPG), Electricity Network Association (ENA) Customer Engagement Working Group, ENA Smart-Tech Working Group, ENA Strategic Pricing Working Group, ENA Tree Regulations Policy and Task groups, ENA Quality of Service, ERANZ Vulnerable and Medically Dependant Working Group, Gartner, Gas Association New Zealand (GANZ), GenderTick network, Market Development Advisory Group, NZ Arb Utility Arborist group, NZ Hydrogen Association, Public Relations Institute of NZ.
102-14 Statement from CEO	Page 1 of this report
102-16 Organisations values, principles, standards and norms of behaviour	<a href="#">Sustainability at Powerco (powerco.co.nz)</a>

GRI Standard	Disclosure
102-18	Governance structure Our people ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-40	List of stakeholders Sustainability at Powerco page 10 ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-41	Percentage of total employees covered by collective bargaining agreements No employees are covered by collective bargaining agreements
102-42	Basis for identifying and selecting stakeholders with whom to engage Sustainability at Powerco page 10 ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-43	Approach to stakeholder engagement Sustainability at Powerco page 10 ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-44	key topics and concerns raised through stakeholder engagement Sustainability at Powerco page 10 ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-45	Entities included in the consolidated financial statements Powerco Limited and all its subsidiaries
102-46	Process for defining the report content and topic boundaries. How the reporting principles have been implemented. This report covers Powerco's performance for FY21 across our full operations. The Materiality assessment summary covers topic boundaries <a href="https://powerco.co.nz">Materiality Assessment Summary (powerco.co.nz)</a>
120-47	List of material topics Sustainability at Powerco page 10 ( <a href="https://powerco.co.nz">powerco.co.nz</a> )
102-48	Restatements of information Our 2020 Materiality assessment is current and still being used.
102-49	Changes from previous report - material topics and topic boundaries No changes from previous report
102-50	Reporting period Reporting period Figures used in this report are based on FY21 (1 April 2020 to 31 March 2021). Published December 2021.
102-51	Date of previous report Figures used in this report are based on FY20 (1 April 2019 to 31 March 2020) or Powerco's most recently published information disclosures (electricity – 31 March 2020, gas – 30 September 2019), unless otherwise stated in the report.
102-52	Reporting cycle We intend to keep stakeholders updated as material topics evolve and with an annual GRI index disclosure.
102-53	Contact point for questions <a href="https://powerco.co.nz">Contact us (powerco.co.nz)</a>
102-54	Claims of reporting in accordance with the GRI standards This report has been prepared with reference to the GRI Standards Core option
102-55	GRI content index
102-56	Assurance No assurance has been sought on this report. The GHG Inventory Report referenced in this document has limited assurance

GRI Standard	Disclosure
<b>Material topic: Technology and Innovation</b>	
103-1	Explanation of the material topic and its boundaries <a href="https://powerco.co.nz">Materiality Assessment Summary (powerco.co.nz)</a>
103-2	The management approach and it's components <a href="https://powerco.co.nz">Gas Asset Management Plan 2021 (powerco.co.nz)</a>
103-3	Evaluation of the management approach Pou whirinaki targets and performance. <a href="https://powerco.co.nz">Ensuring reliable and resilient networks (powerco.co.nz)</a>
<b>Material topic: Price and reliability</b>	
103-1	Explanation of the material topic and its boundaries <a href="https://powerco.co.nz">Materiality Assessment Summary (powerco.co.nz)</a>
103-2	The management approach and it's components Powerco's pricing is regulated by the Commerce Commission and business operations by the Electricity Authority, Ministry for the Environment and local Territorial Authorities (Council) Powerco has pricing, regulatory, financial, and legal staff to ensure we are operating within parameters set out by our regulators
103-3	Evaluation of the management approach We undertake regular consistent reporting in the forms of: <ul style="list-style-type: none"> <li>• Annual delivery reports</li> <li>• Information disclosures and audits</li> <li>• Financial audits</li> <li>• Asset management plans</li> <li>• Reports to regulators</li> </ul> Pou whakotahitanga targets and performance <a href="https://powerco.co.nz">Engaging with our communities (powerco.co.nz)</a>
<b>Material topic: Industry collaboration</b>	
103-1	Explanation of the material topic and its boundaries <a href="https://powerco.co.nz">Materiality Assessment Summary (powerco.co.nz)</a>
103-2	The management approach and it's components We have a number of policies and strategies including: <ul style="list-style-type: none"> <li>• Dedicated business relationships team</li> <li>• Procurement policies and standards</li> <li>• Stakeholder forums</li> <li>• Partnerships with other electricity and gas businesses</li> <li>• HSE by design</li> </ul>

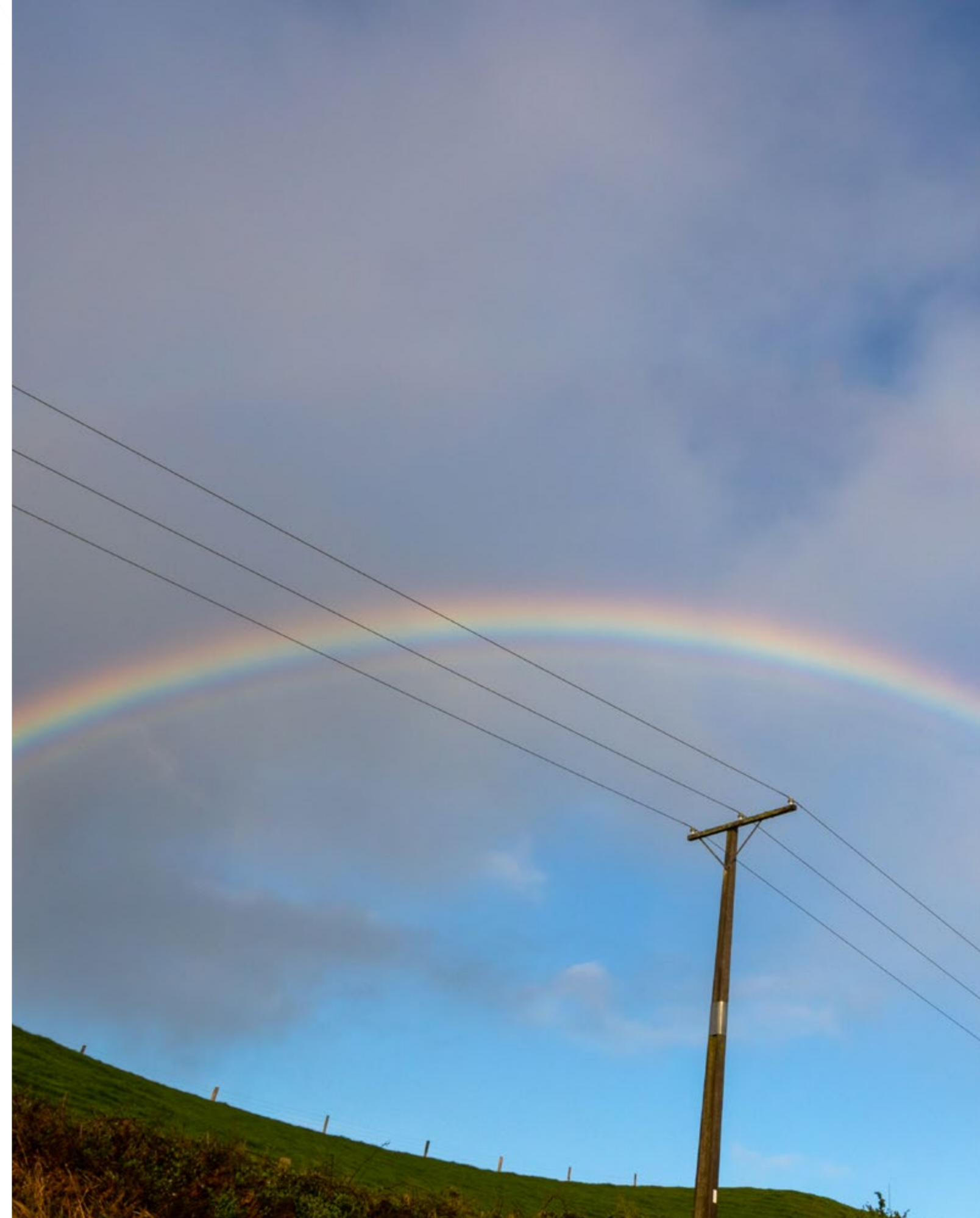
GRI Standard	Disclosure
103-3	<p>Evaluation of the management approach</p> <p>All five Pou have targets and performance measures in them that involve collaboration with the industry</p> <p>Ensuring reliable and resilient networks(powerco.co.nz)</p> <p>Contributing to a lower carbon world (powerco.co.nz)</p> <p>Health and safety at our core (powerco.co.nz)</p> <p>Supporting our people (powerco.co.nz)</p> <p>Engaging with our communities (powerco.co.nz)</p>

**Material topic: Resilience to extreme weather and climate change**

103-1	<p>Explanation of the material topic and its boundaries</p> <p>Materiality Assessment Summary (powerco.co.nz)</p>
103-2	<p>The management approach and it's components</p> <p>Asset management plans</p> <p>Powerco has a 10-year plan of its work published in the electricity and gas asset management plan, including the work we have undertaken on resilience to extreme weather and climate change.</p>
103-3	<p>Evaluation of the management approach</p> <p>Pou whirinaki targets and performance.</p> <p>Ensuring reliable and resilient networks (powerco.co.nz)</p>

**Material topic: Supporting NZ's decarbonisation**

103-1	<p>Explanation of the material topic and its boundaries</p> <p>Materiality Assessment Summary (powerco.co.nz)</p>
103-2	<p>The management approach and it's components</p> <p>We need to evolve our network to meet the future demands of decarbonisation and understand how customers will respond to these changes. We have several projects underway to help us develop our understanding.</p> <p>Introducing our net zero target (powerco.co.nz)</p> <p>Distributed generation (powerco.co.nz)</p>
103-3	<p>Evaluation of the management approach</p> <p>Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report</p>



GRI Standard	Disclosure	
<b>Material topic: Health and Safety</b>		
103-1	Explanation of the material topic and its boundaries	Materiality Assessment Summary (powerco.co.nz)
103-2	The management approach and it's components	<p>We have a dedicated health and safety team with policies and strategies including:</p> <ul style="list-style-type: none"> <li>• Competency administration</li> <li>• Training programme</li> <li>• Incident databases</li> <li>• Awareness raising campaigns</li> <li>• Development of Safety as usual approach (or integration – not sure HSEQ best to provide the wording)</li> <li>• Learning teams</li> <li>• A health and safety database which records all incidents in detail including how these were resolved</li> </ul>
103-3	Evaluation of the management approach	Health and safety at our core (powerco.co.nz)
<b>Powerco's Carbon Footprint</b>		
103-1	Explanation of the material topic and its boundaries	Materiality Assessment Summary (powerco.co.nz)
103-2	The management approach and it's components	<p>Powerco measures, report and develops strategies to improve the businesses footprint including:</p> <ul style="list-style-type: none"> <li>• Net Zero pathway</li> <li>• Maintaining an auditable greenhouse gas emissions database</li> <li>• Life cycle analysis on new projects where possible</li> </ul>
103-3	Evaluation of the management approach	Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report
<b>GRI 305: Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report
305-2	Energy Indirect (Scope 2) GHG emissions	Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report
305-3	Other indirect (Scope 3) GHG emissions	Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report
305-4	GHG emissions intensity	Contributing to a lower carbon world (powerco.co.nz) / GHG Inventory Report

GRI Standard	Disclosure	
<b>Material topic: Workforce learning, development and a strong organisational culture</b>		
103-1	Explanation of the material topic and its boundaries	Materiality Assessment Summary (powerco.co.nz)
103-2	The management approach and it's components	<p>We have an HR team within Powerco with policies and strategies including:</p> <ul style="list-style-type: none"> <li>• Values framework</li> <li>• Inclusion and diversity, Gender tick</li> <li>• Health, safety, environmental inductions</li> <li>• Employee benefits such as flexible work hours, extended parental leave, volunteer days</li> <li>• Whistleblower contact number</li> <li>• Grievance processes</li> <li>• Preference for internal promotion and develop before looking outside the company</li> <li>• Budgets within every team to send staff out for external training in all aspects of the industry</li> </ul>
103-3	Evaluation of the management approach	<p>An employee survey is administered twice yearly. All employees engage in an research and development process with their managers. We record training hours and calculate a Net promoter score annually</p> <p>Supporting our people (powerco.co.nz)</p>
<b>Material topic: Community Engagement</b>		
103-1	Explanation of the material topic and its boundaries	Materiality Assessment Summary (powerco.co.nz)
103-2	The management approach and it's components	<p>We have a Customer team within Powerco with policies and strategies including:</p> <ul style="list-style-type: none"> <li>• Customer complaints process</li> <li>• Outage notifications</li> <li>• Customer and community engagement processes</li> <li>• Stakeholder communications and engagement</li> </ul> <p>Complaints (powerco.co.nz) Outages (powerco.co.nz) Contact us (powerco.co.nz) Powerco: Home</p>
103-3	Evaluation of the management approach	Engaging with our communities (powerco.co.nz)





