- **Customers**
  - Net Promoter Score (NPS)
    - Customer churn
    - Ombudsman complaints
    - Energy sold
  - Customer services
- **Communities & Relationships**
  - Dual fuel (electricity and gas) customers
    - Electricity customer pays a feed-in tariff
    - Future Forests customer numbers
    - Online sales volumes
    - Future Forests funds
    - Employee engagement
- **People**
  - Average level of debt of customers on Staying Connected
  - Community contribution by charitable cause
    - Community contribution by program area
    - Community contribution by motivation for investment
    - Community contribution by contribution type
  - Effective tax rate reconciliation
  - Australian tax contribution summary
- **Environment**
  - Employee by location
- Infrastructure
  - Systems & Processes
    - Other
      - FY20 ESG Data Centre
      - Communities & Relationships
      - Industry association membership fees

- Infrastructure
  - Systems & Processes
    - Awarded employees
    - Employees by age
    - Employees by employment status
    - Employees by contract type
    - Gender diversity
      - Employees by gender
      - AGL Board of Directors by gender
      - Women in leadership
      - Workforce diversity statistics
      - Parental leave
      - Internal and new hires by contract type
      - Internal and new hires by seniority
      - Training
      - Workplace issues resolution

- Infrastructure
  - Environmental
    - Greenhouse & Energy
      - Water
      - Air
      - Waste
      - Energy consumption by primary fuel source
      - Operational greenhouse gas footprint (by activity type)
      - Operational greenhouse gas footprint and net energy production
      - Carbon intensity of operated and controlled generation assets
      - Emissions intensity of total revenue
      - Revenue from green energy and carbon neutral products and services
      - Carbon intensity of coal seam gas projects
      - Volume of flared and vented hydrocarbon
      - Equitable greenhouse gas footprint
      - Energy supply greenhouse gas footprint

- Infrastructure
  - Environmental
    - Water consumption by facility
    - Water withdrawal by source
    - Managed water
    - Produced water - volume
    - Produced water - quality and disposal method

- Infrastructure
  - Environmental
    - Air emissions - carbon monoxide (CO)
    - Air emissions - oxides of nitrogen (NOx)
    - Air emissions - particulates (PM2.5)
    - Air emissions - particulates (PM10)
    - Air emissions - sulphur dioxide (SO2)
    - Air emissions - volatile organic compounds (VOC)
    - Air emissions - lead (Pb)
    - Air emissions - mercury (Hg)

- Infrastructure
  - Environmental
    - Waste
      - Installed capacity of operated generation assets
      - Electricity output by primary energy source
      - Equivalent availability factor
      - Wind farm generation
      - Pool generation volume
      - Legislative non-compliance summary
      - Supplier profile
      - Supplier performance
      - First tier suppliers
      - Reportable privacy incidents
      - Major IT incidents
      - GRI Sustainability Reporting Standards (GRI Standards)
      - Sustainability Accounting Standards Board (SASB) Index
      - UN Global Compact: Communication on Progress
      - Assurance Statement
DOWNLOAD DATA

- ANNUAL REPORT
- DATA CENTRE

- Customers
  - Net Promoter Score (NPS)
  - Customer churn
  - Ombudsman complaints
  - Energy sold
  - Customer services
  - Dual fuel (electricity and gas) customers
  - Electricity customers paid a feed-in tariff
  - Future Forests customer numbers
  - Online sales volumes
  - Digital adoption
  - Average level of debt of customers on Staying Connected
  - Customer debt
  - Customers on standing offers
Communities & Relationships
  - Community contributions
    - Employee Giving and event fundraising
    - Employee Volunteering
    - Powering our Community
    - AGL Community Funds
    - Community contribution by charitable cause
    - Community contribution by program area
    - Community contribution by motivation for investment
    - Community contribution by contribution type
  - Tax
    - Effective tax rate
    - Effective tax rate reconciliation
    - Australian tax contribution summary
  - Industry association membership fees
  - Political donations
  - RepTrak reputation ranking

People
  - Safety
    - Health and safety performance - employees
    - Health and safety performance - contractors
    - Health and safety performance - combined employees and contractors
    - Other HSE performance indicators
    - HSE Certification
  - Employee engagement
  - Turnover
  - Attrition by tenure
  - Key talent retention
  - Employees by location
  - Employees by age
  - Employees by employment status
  - Employees by contract type
  - Awarded employees
  - Casual and contractor workforce
  - Employees by gender
  - AGL Board of Directors by gender
  - Women in leadership
  - Workforce diversity statistics
  - Parental leave
  - Internal and new hires by contract type
  - Internal and new hires by seniority
  - Training
  - Workplace issues resolution

Environment
  - Greenhouse & Energy
    - Energy consumption by primary fuel source
    - Operational greenhouse gas footprint (material sites and fuels)
    - Operational greenhouse gas footprint (by activity type)
    - Operational greenhouse gas footprint and net energy production
    - Carbon intensity of operated and controlled generation assets
    - Emissions intensity of total revenue
    - Revenue from green energy and carbon neutral products and services
    - Revenue from thermal coal
    - Carbon intensity of coal seam gas projects
    - Volume of flared and vented hydrocarbon
    - Equity greenhouse gas footprint
    - Energy supply greenhouse gas footprint
  - Water
    - Water consumption by facility
    - Water withdrawal by source
    - Managed water
    - Produced water - volume
Produced water - quality and disposal method

- Air
  - Air emissions - carbon monoxide (CO)
  - Air emissions - oxides of nitrogen (NO\textsubscript{x})
  - Air emissions - particulates (PM\textsubscript{2.5})
  - Air emissions - particulates (PM\textsubscript{10})
  - Air emissions - sulphur dioxide (SO\textsubscript{2})
  - Air emissions - volatile organic compounds (VOC)
  - Air emissions - lead (Pb)
  - Air emissions - mercury (Hg)

- Waste

- Infrastructure
  - Installed capacity of operated generation assets
  - Electricity output by primary energy source
  - Controlled renewable and electricity storage capacity
  - Equivalent availability factor
  - Wind farm generation
  - Pool generation volume

- Systems & Processes
  - Legislative non-compliance summary
  - Supplier profile
  - Supplier performance
  - First tier suppliers
  - Reportable privacy incidents
  - Major IT incidents

- Other
  - GRI Sustainability Reporting Standards (GRI Standards)
  - Sustainability Accounting Standards Board (SASB) Index
  - UN Global Compact: Communication on Progress
  - Assurance Statement

Communities & Relationships

Industry association membership fees

Our memberships are utilised for a broad range of purposes across the organisation, including knowledge sharing, networking, promoting industry development, and policy advocacy. We also seek to work with other parties to provide a unified industry view on energy, climate change and related policies. In May 2020 AGL conducted a review of our Industry Associations memberships, the results of which can be found [here](#).

<table>
<thead>
<tr>
<th>Industry association</th>
<th>Membership fees paid during FY20 (GST inclusive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australasian Investor Relations Association</td>
<td>$7,714</td>
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<tr>
<td>Australian Alliance to Save Energy</td>
<td>$16,500</td>
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<tr>
<td>Australian Battery Recycling Initiative</td>
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<tr>
<td>Australian Energy Council</td>
<td>$467,500</td>
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<tr>
<td>Australian Financial Market Association</td>
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<tr>
<td>Australian Industry Group(^*)</td>
<td>$29,117</td>
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<td>Australian Network on Disability</td>
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<td>Australian Pipeline and Gas Association</td>
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<td>Bioenergy Australia</td>
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<tr>
<td>Business Council for Sustainable Development Australia (BCSD Australia)(^*)</td>
<td>$29,700</td>
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<tr>
<td>Business Council of Australia</td>
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<tr>
<td>Business SA</td>
<td>$6,666</td>
</tr>
<tr>
<td>Industry association</td>
<td>Membership fees paid during FY20 (GST inclusive)</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Central Gippsland Essential Industry Group</td>
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<tr>
<td>Chamber of Commerce &amp; Industry WA</td>
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<tr>
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<td>Committee for Gippsland</td>
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<tr>
<td>Corporate Tax Association</td>
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<tr>
<td>Females in IT and Telecommunications</td>
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<td>Group of 100</td>
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<td>Hunter Business Chamber</td>
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<tr>
<td>International Gas Union^</td>
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<tr>
<td>Strategic Industry Research Foundation</td>
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<tr>
<td>The Carbon Market Institute</td>
<td>$8,800</td>
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<tr>
<td>Weld Australia</td>
<td>$33,755</td>
</tr>
</tbody>
</table>

Notes

- ^AGL paid the FY20 membership fees in FY21

- *AGL has decided that it will not be renewing its membership of these industry associations for FY21. This decision is based on the findings of a recent review of its Industry Association memberships that was completed in May 2020. A copy of the Summary Report of the review can be found here.

- During FY20, AGL has made contributions to various (non-government) industry associations for work done on particular issues or projects. These contributions are not included above. In addition, the associations are not included above except where AGL has also paid annual membership fees to them.

- Due to the continuing integration of Perth Energy and Southern Phone Company, their industry association memberships have not been included in this list. In addition, due to resource constraints, a small number of minor industry association memberships may not be included in the above list.

- AGL’s view may differ on some issues from the industry groups to which we belong. Where this occurs on material issues, we aim to ensure that stakeholders are aware of these differences of view.

- During FY20, the key area where AGL’s views differed to those of the industry associations of which we are (or were) a member was climate change policy. There is general agreement among AGL and our industry associations about the principles that should guide Australia’s greenhouse gas emission reduction targets and climate change policy framework. There is also general agreement that Australia’s climate change objectives are most efficiently managed at a national level, rather than by state governments developing jurisdictional targets and policies. There may, however, be some disagreement among these associations about the particular mechanisms to achieve these outcomes and the prioritisation of particular principles to guide the policy pathway, with different organisations prioritising industry competitiveness, the use of market-based mechanisms, accelerating the use of renewable energy, energy affordability, policy stability, or the integration of climate change and renewable energy policies. Most organisations agree that a sectoral approach for electricity generation is appropriate.

GRI Reference: 102-13; 102-42