The State of Sustainability Reporting in Australia 2004

Prepared by

caer
Centre for Australian Ethical Research
in collaboration with

KPMG

Deni Greene Consulting Services

June 2004

Australian Government
Department of the Environment and Heritage
Acknowledgements

The following companies chose to provide information on their sustainability reporting activities to this project. Their assistance is gratefully acknowledged.

Alcoa of Australia Limited
Amcor Ltd
AMP Ltd
Anglo Coal Holdings Australia Limited
Apache Energy Limited
AusBulk Ltd
Auspine Ltd
Australia & New Zealand Banking Group Ltd
Bayer Australia Limited
BHP Billiton Ltd
Centennial Coal Company Ltd
CKI/HEI Electricity Distribution Pty Ltd
Clough Ltd
Collection House
Colonial Mutual Life Assurance Society Limited
Diageo Australia Limited
Ergon Energy Corporation Limited
FKP Ltd
GeneralCologne Re Australia Ltd
Giants Reef Mining Ltd
GRD NL
Hewlett-Packard Australia Pty Ltd
Iluka Resources Ltd
Inghams Enterprises Pty Limited
Insurance Australia Group Ltd
Investa Property Group
Lihir Gold Ltd

Loy Yang Power Projects Pty Ltd
Mitsui & Co (Australia) Ltd
MPI Mines Ltd
National Australia Bank Ltd
Nestle Australia Ltd
Newmont Australia Limited
Nokia Australia Pty Limited
Origin Energy Ltd
Oxiana Ltd
Pratt Holdings Proprietary Limited
Qenos Holdings Pty Ltd
Rio Tinto Ltd
Santos Ltd
Shell Australia Limited
Southcorp Ltd
St George Bank Ltd
Swiss Re Australia Ltd
Sydney Water Corporation Limited
Thakral Holdings Group
Toyota Motor Corporation Australia Limited
Transurban Group
TXU Australia Holdings Pty Ltd
Tyre Marketers (Australia) Limited
WALTER Construction Group Limited
Wesfarmers Ltd
Westpac Banking Corporation

An additional 45 companies provided information on their sustainability reporting activities but chose not to be identified in the report. We are grateful for their assistance.
Executive Summary

This report presents the results of a project to identify the number of Australia’s largest companies that have undertaken a sustainability report or are planning to launch their first sustainability report in 2004. A broad range of corporate non-financial reports was considered under the heading of ‘sustainability reports’, including triple bottom line reports, environment reports and community reports. The project also identified the extent of external verification of sustainability reports and the benefits and impediments associated with producing a sustainability report. In addition to the analysis of current Australian performance on sustainability reporting, the project looked at sustainability report-related activity occurring overseas.

The Centre for Australian Ethical Research (CAER), in collaboration with KPMG and Deni Greene Consulting Services, has conducted this project for the Commonwealth Department of the Environment and Heritage.

This project involved gathering information on sustainability reporting activities from:

• companies in the S&P/ASX 300 index;
• the top 100 private companies; and
• the top 100 unlisted public companies.

Issues addressed included:

• production of stand-alone sustainability reports, sustainability sections in Annual Reports and on corporate websites in current, previous and future years;
• independent verification of sustainability reports;
• benefits of producing a sustainability report; and
• impediments to producing a sustainability report.

Sustainability reporting in Australia and overseas

A great deal of attention worldwide is being directed toward the reporting activities of companies. Current initiatives on sustainability reporting involve governments, industry bodies, non-government organisations (NGOs) such as the Global Reporting Initiative (GRI), and, increasingly, companies taking individual action.

The Australian Government has taken a number of important steps to encourage the production of sustainability reports, including publications, an extension program with industry organisations, and roundtable discussions.

Overseas, several countries are mandating sustainability reporting for a wide range of companies and industries. Some financial organisations are setting criteria for investment that includes production of a sustainability report. Guidance on producing sustainability reports is coming from a range of different types of organisations, including Government bodies, industry associations and NGOs. Good sustainability reporting is now recognised by awards in Australia and overseas.

Environmental and sustainability reporting is becoming increasingly common among very large companies; 45% of the Global Fortune Top 250 companies now publish such
reports. Verification and external assurance of reports is a growing area of interest overseas, no doubt because of the close links to the extensive discussion on transparency and accountability.

**Outcomes of this project**

**Participation in the project**

Of the 509 companies researched for the project, 98 agreed to provide information about their sustainability reporting activities and 28 companies declined to participate. The remaining companies did not respond. The response rate (including both those providing information and those declining to do so) was 25%.

To supplement the responses received and to verify information in the responses, CAER visited websites of all companies surveyed, looking at stand-alone reports and sections within Annual Reports, as well as any sustainability sections on company web sites. A total of 116 companies among the 509 covered by this project are producing sustainability reports (or sections of Annual Reports or websites). It is reasonable to assume that the remaining companies are not producing a sustainability report, because none appears on their websites. (Some private companies failing to respond to the request for information do not have websites, but it is not likely that such companies have produced a sustainability report.)

**Production of a sustainability report**

The project identified 116 companies producing a sustainability report (or sections of an Annual Report or website), of which 53% are in the mining or manufacturing sector. Foreign-owned companies were considerably more likely to produce a sustainability report than companies that are Australian owned. Overall, the rate of production among the 509 companies covered by the project is 23%. These companies have produced 465 sustainability reports since 1993.

There appears to be a worldwide trend toward greater use of sustainability reports instead of environment-only reports, and this is evident in the Australian results.

The number of sustainability reports identified this year is substantially greater than in 2003 (116 reports this year, compared to 57 in the previous year). This reflects both the growth in reporting and the widening of the scope of the project to include sustainability sections in Annual Reports and websites. The 116 reports include 84 stand-alone reports, 21 sections of Annual Reports, and 11 website sections. In Australia, although the number of sustainability reports produced is increasing, the proportion of large companies with sustainability reports is still very low.

**Verification**

Of the 116 companies producing a sustainability report, 32 have had or will have their report independently verified. Stand-alone reports are far more likely to be verified than sections of Annual Reports or websites.

**Benefits of producing sustainability reports**

Companies in all industry sectors most often cited ‘reputation enhancement’ as the key benefit of producing a sustainability report. The next most frequently cited benefits are:
‘gain confidence of investors, insurers and financial institutions’, ‘operational and management improvements’ and ‘improved management of risks’.

**Impediments to producing a sustainability report**

Cost and resource constraints were the most frequently identified impediments to producing a sustainability report and to verification. A range of other impediments was also identified.

**Use of Global Reporting Initiative (GRI) Guidelines**

The Global Reporting Initiative is an attempt to promote harmonisation in reporting relevant and credible corporate economic, environmental, and social performance information. Within the 509 companies researched for this project, 40 are making use of the GRI guidelines.

**Conclusions**

The conduct and outcome of this study provided a number of valuable insights into the current status of sustainability reporting in Australia and into industry attitudes and perceptions.

From the results obtained, it is evident that the number of sustainability reports and the extent of verification of these reports are increasing in Australia. Nevertheless the proportion of companies producing sustainability reports is still very low, and is considerably lower than among large companies overseas.

Most companies surveyed recognise that there are benefits from producing a sustainability report. In many cases, though, where companies do not prepare sustainability reports, the benefits are apparently not considered significant enough to justify the allocation of financial and human resources required.

There appears to be a worldwide trend toward greater inclusion of social data within reports, and towards use of sustainability reports instead of environment-only reports.

The value of verification has not been recognised in most industry sectors in Australia.

The use of GRI guidelines is becoming more widespread, particularly among international companies.
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Background

The Centre for Australian Ethical Research (CAER), in collaboration with KPMG and Deni Greene Consulting Services, has conducted a study for the Department of the Environment and Heritage (DEH) on the state of sustainability reporting in Australia. The main purpose specified for this study was to identify the number of Australia’s largest companies that have produced a sustainability report (as a stand-alone report, section of an Annual Report, or website section) or are planning to launch their first report or section in 2004. The secondary purpose specified was to identify benefits and impediments associated with producing a sustainability report.

The primary audience for the study is Australian companies, with the secondary audience being the finance sector and government. The study will be used to assist the promotion of initiatives targeted at increasing the uptake of sustainability reporting in Australia. The Final Report on the study will be made available through DEH’s Corporate Sustainability Reporting website. Links to company reports will be added to DEH’s on-line report library, where companies have given approval for such links.
Sustainability Reporting Around the World

A great deal of attention worldwide is being directed to reporting activities of companies. As the World Business Council for Sustainable Development (WBCSD) says, “Major stakeholder groups – shareholders, employees, and NGOs – are calling for more disclosure on a wider range of issues.

Although still in its early stages, sustainable development reporting is gaining favor among companies. Business leaders are starting to realize that comprehensive reporting helps support company strategy and shows commitment to sustainable development.”

Sustainability Reporting in Australia

This report provides details on the current status of sustainability reporting in Australia. A number of initiatives by the Australian Government have aimed to encourage companies to begin reporting. Environment Australia issued “A Framework for Public Environmental Reporting: An Australian Approach” in 2000 and in 2003 released “Triple Bottom Line Reporting in Australia - A Guide to Reporting Against Environmental Indicators.”

The Department of the Environment and Heritage Corporate Sustainability Reporting website www.deh.gov.au/industry/corporate/reporting also includes a library of sustainability reports by Australian companies, and is searchable by either company name or industry type.

There appears to be less public focus on sustainability reporting in Australia than in many overseas countries, although increasing numbers of organisations are producing reports.

Sustainability reporting activity overseas

Although the rate of uptake of sustainability reporting in Australia is relatively slow, there appears to be rapidly growing interest in environmental, sustainability and triple bottom line reporting in many overseas countries. This interest is reflected in activity by both Government and the private sector.

Government activities


The Secretary of State for Trade and Industry stated, in issuing the Draft Regulations for consultation: “The Government’s proposals for a new statutory Operating and Financial Review (OFR) [are] designed to give shareholders the information they need. The OFR is a narrative report by quoted companies that will be made annually to shareholders, setting out the principal drivers of a company’s performance both in the past and in the future. It will cover the issues traditionally seen as key to a company’s performance – an account of its business, objectives and strategy, a review of developments over the past year, and a description of the main risks. But it will also cover prospects for the future and, where necessary, information about the environment, employees, customers or
social and community issues where that information is important for an assessment of the company.

The OFR will give shareholders information in an accessible form allowing them to make a full assessment of their company. It builds on best practice ... and follows the recommendations of the independent Company Law Review. It does not constrain companies’ freedom of action. It simply demands that directors explain their stewardship to their shareholders.”

A number of other Governments are considering requirements for mandatory reporting on environment and / or sustainability issues.

Guidance on reporting
The Global Reporting Initiative (GRI) was created in 1997 as a joint effort of the Coalition for Environmentally Responsible Economies (CERES) (a US-based organisation that arose after the Exxon Valdez oil spill) and the United Nations Environment Programme (UNEP). The original focus was on environmental reporting; this was expanded in 1998 to cover social and economic issues. It issued an initial version of its Sustainability Reporting Guidelines in 1999 and revised them in 2002. GRI is now an independent organisation, based in Amsterdam. It works closely with the United Nations Environment Programme (UNEP) and UN Secretary-General Kofi Annan’s Global Compact.

The GRI describes itself as a multi-stakeholder process and independent institution whose mission is to develop and disseminate globally applicable Sustainability Reporting Guidelines. Its Guidelines are for voluntary use by organisations for reporting on the economic, environmental, and social dimensions of their activities, products, and services.

Reports prepared “in accordance” with GRI Guidelines must meet five criteria:

- inclusion of a GRI Content Index, which allows readers to cross-reference reports to the guidelines;
- reporting on all the numbered elements in the Vision, Profile and Governance sections of Part C of the Guidelines;
- responding to each core indicator in the Performance Indicators section with either the requested performance information or an explanation for its omission (in the GRI Index);
- ensuring that the report is consistent with the reporting principles in Part B of the Guidelines; and
- including the following statement signed by the board or CEO: ‘This report is prepared in accordance with the 2002 GRI Guidelines. It represents a balanced and reasonable presentation of our organization’s economic, environmental and social performance’.

GRI does not fully examine self-declared ‘in accordance’ reports for conformity with all ‘in accordance’ requirements; it only determines whether a content index appears and whether the signature of the CEO or Board representative appears, pursuant to ‘in accordance’ conditions in the Guidelines. The GRI website lists 26 companies (up from 5
last year) that produce reports “in accordance” with the GRI Guidelines; two of them are Australian (BHP Billiton and City West Water). Over 1200 organisations are identified as users of the GRI Guidelines for reporting, a dramatic increase over the approximately 200 listed in 2003. Among the 1200 organisations are 23 Australian companies and organisations. Reporting companies with Australian subsidiaries are not counted among these 23.

The GRI has held a series of workshops around the world on its 2002 Guidelines, including one workshop in Australia. The GRI website states that the major consistent messages about how to improve the Guidelines that GRI heard from the regional roundtables include:

• provide more guidance on the reporting process;
• improve clarity and comparability by completing technical protocols for all indicators;
• the Guidelines should include linkages to national/ regional reporting contexts;
• develop a one-stop-shop software platform to help bridge the gap between report preparers and report readers;
• develop more guidance around the incremental and ‘in accordance’ approaches to reporting;
• improve qualitative indicators in the social section to capture more outcome (impact) related data; and
• formulate options for assurance.

GRI is now compiling the feedback from the entire Structured Feedback Process (including the results of a questionnaire and desk research) into a final report. This information will contribute to the plans for the next phase of revisions to the Guidelines. The next version of the Guidelines will be published in 2006.

GRI is also preparing sector-specific guidance. Guidance already released covers the automotive, financial services (social performance), tour operators and telecommunications sectors. Guidance for financial services (environmental performance), mining and metals and public agencies is being developed.

**Verification of sustainability reports**

External independent verification of sustainability reports is receiving heightened attention as part of the expanded public discussion on corporate governance, transparency and accountability. The term verification is used here to describe external assurance, audits and reviews of sustainability reports.

GRI encourages the independent assurance of sustainability reports – one approach that a reporting organisation may select to enhance the credibility of its sustainability report. To address stakeholders’ concerns about the credibility of reports on economic, environmental, and social performance, GRI recommends that reports include a statement of:

• the reporting organisation’s policies and internal practices to enhance the credibility and quality of its sustainability report; and
• the reporting organisation’s policy and current practice with regard to providing independent assurance about the full report.

The GRI 2002 Guidelines provide guidance to reporting organisations on assurance provision (i.e. external verification) and related processes that enhance report quality and credibility.4

In the 2002 GRI Guidelines, guidance is given on considerations that organisations should clarify with their assurance provider before the assurance process. These considerations include the subject matter of the assurance, the assurance criteria and evidence, the controls, and the usefulness of reported information. Guidance is also provided on the selection of assurance providers and on the content of the assurance statement.

The GRI has progressed with the development of a Core Assurance Advisory Group (CAAG), which is expected to be operational in 2004 and which will provide ongoing advice on the role and content of assurance to the GRI.

AA1000
In March 2003 the UK based Institute of Social and Ethical Accountability (AccountAbility) published the AA1000 Assurance Standard for assurance on sustainability reports. AccountAbility used a phased multi-stakeholder process to develop the AA1000 standard.

The AA1000 draws from and builds on financial, environmental and quality-related assurance. It focuses on the materiality of subject matter to stakeholders, as well as its accuracy. The standard also provides guidance on the content of the assurance statements and on the selection of the assurance provider.

The publication of the standard will be followed by guidance notes on operational interpretations and clarifications, which will include reference to appropriate existing professional standards5.

Australian Auditing Standards
Australian auditing standards can be applied to the audit and review of sustainability reports. AUS102.44 states that “Australian Auditing and Assurance Standards, while developed primarily in the context of financial report audits, are to be applied, adapted as necessary, to all audits of financial and non-financial information, to all other assurance engagements, and to all audit related services”.

The Audit Procedures listed and described in AUS 502 are also of relevance in designing audit programs. These are inspection, observation, inquiry and confirmation, computation, and analytical procedures. Inspection consists of examining records and documents as evidence, while analytical procedures involve the investigation and analysis of fluctuations and relationships to determine whether there are inconsistencies.

Other Australian auditing standards that can be of assistance in auditing of sustainability reports are AUS 108: Assurance engagements, AUS 402: Risk assessments
and internal controls, AUS 512: Analytical procedures, and AUS 514: Audit sampling and other selective testing procedures.

**ISAE 3000**
A significant international development in auditing during 2003 was the publication of the International Standard on Assurance Engagements ISAE 3000. This standard was issued by the International Federation of Accountants (IFAC) International Auditing and Assurance Standards Board (IAASB)\(^7\) and approved for publication in December 2003. IFAC is the body responsible for issuing international accounting and auditing standards. ISAE 3000 is titled Assurance Engagements other than Audits or Reviews of Historical Financial Information, and is applicable to assurance engagements on sustainability reports.

The ISAE 3000 standard has already received acceptance in Australia, and can for example be applied to the audit of greenhouse gas emissions under the NSW Greenhouse Gas Abatement Scheme\(^8\).

The IAASB work on non-financial assurance and on assurance on sustainability reporting is ongoing.

**Standards Australia**
Standards Australia has published the Standard DR03422: General Guidelines on the Verification, Validation and Assurance of Environmental and Sustainability Reports.

Work on this Standard was carried out by the joint Standards Australia and Standards New Zealand Committee QR-011 Environmental Management Systems. A marked difference between this Standard and the AA1000, AUS and ISAE 3000 standards is the definition and use of the terms verification and validation. DR03422 has been issued as an Interim Standard for a period of two years, after which it will be reviewed.

**Awards for sustainability reporting**
Good sustainability reporting is now recognised by awards in Australia and overseas.

The Association of Certified Chartered Accountants (ACCA) holds annual ACCA Sustainability Reporting Awards in over 20 countries around the world.\(^9\) The aim of the Awards is to identify and reward best practice in the communication of sustainability performance, independently of any comment on performance itself. The 2003 ACCA Awards for Australia and New Zealand received entrants from 33 reporting organisations, and the list of winners and other comments can be found in the Report of the Judges\(^10\).
Project Methodology

The methodology used for this project is similar to that used in the 2003 Report “The State of Public Environmental Reporting in Corporate Australia,” prepared for Environment Australia. The aim is to obtain data that would allow trends to be followed over time. Some changes have been made to the previous methodology to reflect changes in sustainability reporting practices. One example is the focus on sustainability reporting, rather than environment reporting. In the previous report, the term environment reporting was taken to include sustainability reporting. In this report, sustainability reporting is taken to include environment reporting. The results are therefore comparable but the terminology reflects the worldwide movement towards sustainability reporting.

A second important change is the inclusion this year of sections of Annual Reports and websites, as well as stand-alone sustainability reports. This broadening of the scope reflects a shift that appears to be underway. Some companies are recognising that they can get better coverage and create more useful sustainability reports if they take advantage of the capacity of web-based technology to present information about their organisation.

Basic company data

CAER obtained basic company data (name, revenue, address and ANZSIC classification) on the companies to be surveyed, using both its own database and information from IBIS World via KPMG.

Survey form

A draft version of the questionnaire for use in the survey was prepared by CAER and reviewed by the Study Team and DEH. Suggested revisions were incorporated into a final version.

A cover letter explained the nature and the purpose of the survey. It provided a brief explanation of sustainability reporting and described the criteria used for identifying a report as either stand-alone or a sustainability section.

The questionnaire used in the survey sought data on the following issues:

- production of sustainability report, either as a stand-alone report, Annual Report section or website section in current calendar or financial year;
- type of report/section produced;
- whether the sustainability report/section was produced by a global parent or Australian subsidiary (non-ASX listed companies only);
- independent verification of current year sustainability report/section;
- preparation of sustainability report/section in previous years;
- independent verification of previous years’ sustainability report/section;
- plans to produce sustainability report/section next year;
- plans to have proposed sustainability report/section independently verified;
- benefits of producing a sustainability report/section;
• impediments to producing sustainability report/section;
• company implementation and certification of an environmental management system (EMS);
• contact details;
• willingness to have name included in study;
• agreement to send CAER a copy of sustainability report/section; and
• consent to be included on DEH website.

Sections of Annual Reports and websites

The 2004 Project includes data on companies that are reporting via stand-alone sustainability reports, and, for the first time, also includes those companies reporting through sustainability sections in annual reports or websites.

Increasingly companies are including a sustainability section (e.g. Environment, Social, Occupational Health and Safety, Community section) within their Annual Report or on the company’s website. Not all environment and social sections within an Annual Report or on a website constitute a sustainability section. To be recognised in the current study, a section must cover the whole company and meet at least three of the four indicators below. Sustainability sections that do not cover the entire global operations of the company must meet all four indicators.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Example: Environment Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement of policy</td>
<td>Provides environment policy</td>
</tr>
<tr>
<td>Description of main impacts/issues</td>
<td>Describes main impacts/issues in key areas – energy, emissions, waste, water etc</td>
</tr>
<tr>
<td>Quantitative data</td>
<td>Provides quantitative data (including year-on-year data) in all key areas, as graphs or tables</td>
</tr>
<tr>
<td>Performance measured against targets</td>
<td>Provides measure of performance against targets in key areas</td>
</tr>
</tbody>
</table>

Company sustainability report information

The first step in obtaining information about company publication of sustainability reports was to check the CAER database and the DEH website for the presence of sustainability reports. Other sources used include the Corporate Register website and internal research material compiled by KPMG.

Where companies had stand-alone reports, CAER used those to fill in relevant sections of the survey form, to reduce the burden on the companies and encourage a higher response level.

Survey forms (see Appendix A) were sent out to the companies, either by email or regular post. Email was used for the S&P/ASX 300 companies; either email or post was used for the top 100 private companies and top 100 unlisted public companies (depending on whether an appropriate email address was known).
Email reminders were sent to companies that received an emailed questionnaire and did not respond. Follow-up phone calls were made to companies new to the top 100 private and top 100 unlisted public companies that received the questionnaire by normal post and did not respond.

To supplement the responses received and to verify information in the responses, CAER visited websites of all companies surveyed, looking at stand-alone reports and sections within Annual Reports, as well as any sustainability sections on company web sites.
Project Participation

Companies contacted

The survey questionnaire was sent to 497 companies. The list of companies contacted is shown in Appendix B. Owing to a change in the format of the database query used to compile the original survey group, 19 companies that should have been included in the original survey group were not surveyed. These companies have been researched independently and they are listed in Appendix C. This makes a total of 516 companies covered by this project. Of these, several had multiple subsidiaries covered by the same global sustainability report; these subsidiaries have been grouped together, making a total of 509 distinct companies. The breakdown of the companies by ANZSIC classification is shown in Table 1. Table 2 shows the breakdown of the 509 companies by company type.

Table 1. Companies covered by the research, by ANZIC classification

<table>
<thead>
<tr>
<th>ANZSIC Classification</th>
<th>No. of companies in ANZSIC Classification</th>
<th>Classification representation in total list (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation, Cafes &amp; Restaurants</td>
<td>3</td>
<td>0.6</td>
</tr>
<tr>
<td>Agriculture, Forestry and Fishing</td>
<td>4</td>
<td>0.8</td>
</tr>
<tr>
<td>Communication Services</td>
<td>6</td>
<td>1.2</td>
</tr>
<tr>
<td>Construction</td>
<td>19</td>
<td>3.7</td>
</tr>
<tr>
<td>Cultural and Recreational Services</td>
<td>16</td>
<td>3.1</td>
</tr>
<tr>
<td>Electricity, Gas and Water Supply</td>
<td>17</td>
<td>3.3</td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>59</td>
<td>11.6</td>
</tr>
<tr>
<td>Health and Community Services</td>
<td>10</td>
<td>2.0</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>123</td>
<td>24.2</td>
</tr>
<tr>
<td>Mining</td>
<td>61</td>
<td>12.0</td>
</tr>
<tr>
<td>Personal and Other Services</td>
<td>1</td>
<td>0.2</td>
</tr>
<tr>
<td>Property and Business Services</td>
<td>85</td>
<td>16.7</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>30</td>
<td>5.9</td>
</tr>
<tr>
<td>Transport and Storage</td>
<td>20</td>
<td>3.9</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>55</td>
<td>10.8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>509</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2. Companies covered by the research, by company type

<table>
<thead>
<tr>
<th>Company type</th>
<th>No. of companies of company type</th>
<th>Proportion of companies of company type (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listed company</td>
<td>297</td>
<td>58</td>
</tr>
<tr>
<td>Proprietary company – Australian</td>
<td>37</td>
<td>7</td>
</tr>
<tr>
<td>Proprietary company – foreign-owned</td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>Public non-listed company – Australian</td>
<td>28</td>
<td>6</td>
</tr>
<tr>
<td>Public non-listed company – foreign-owned</td>
<td>77</td>
<td>15</td>
</tr>
<tr>
<td>TOTAL</td>
<td>509</td>
<td>100%</td>
</tr>
</tbody>
</table>
Companies providing information to the project

A total of 98 companies provided information on their sustainability reporting activities. This amounts to 20% of the companies contacted.

The breakdown of companies responding by ANZSIC classification and company type are shown in Tables 3 and Table 4. The ANZSIC classifications with highest proportions of companies providing information are: Electricity, Gas and Water Supply and Construction.

<table>
<thead>
<tr>
<th>ANZSIC Classification</th>
<th>No. of companies providing information by ANZSIC Classification</th>
<th>Companies providing information within each ANZSIC Classification (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation, Cafes &amp; Restaurants</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Agriculture, Forestry and Fishing</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>Communication Services</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>Construction</td>
<td>7</td>
<td>37</td>
</tr>
<tr>
<td>Cultural and Recreational Services</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Electricity, Gas and Water Supply</td>
<td>7</td>
<td>41</td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>14</td>
<td>24</td>
</tr>
<tr>
<td>Health and Community Services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>Mining</td>
<td>17</td>
<td>28</td>
</tr>
<tr>
<td>Personal and Other Services</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Property and Business Services</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Transport and Storage</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>TOTAL</td>
<td>98</td>
<td></td>
</tr>
</tbody>
</table>

Table 4. Companies providing information to the project, by company type

<table>
<thead>
<tr>
<th>Company type</th>
<th>No. of companies</th>
<th>Companies providing information within each company type category (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listed company</td>
<td>62</td>
<td>21</td>
</tr>
<tr>
<td>Proprietary company – Australian</td>
<td>5</td>
<td>14</td>
</tr>
<tr>
<td>Proprietary company – foreign-owned</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Public non-listed company – Australian</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td>Public non-listed company – foreign-owned</td>
<td>18</td>
<td>23</td>
</tr>
<tr>
<td>TOTAL</td>
<td>98</td>
<td></td>
</tr>
</tbody>
</table>
**Companies declining to provide information**

Twenty-eight of the companies contacted for this project chose not to provide any information on their sustainability reporting activities. Some of them cited reasons for their position. The most common reasons cited were:

- shortage of time/resources to participate
- not applicable to company

Two respondents stated that the company has a policy of not participating in surveys. Ten of the 28 companies did not give a reason for their decision not to participate.

**Project response rate**

The 98 companies providing information to the project and the 28 companies declining to do so are all considered to have responded to the survey. The total of 126 companies constitutes a response rate of 25%.
Sustainability Report Production and Verification

Companies producing sustainability reports

A total of 116 companies among the 509 covered by this project are producing sustainability reports (or sections of Annual Reports or websites). It is reasonable to assume that the remaining companies are not producing a sustainability report, because none appears on their websites. (Some private companies failing to respond to the request for information do not have websites, but it is not likely that such companies have produced a sustainability report.)

A total of 36% of the 98 companies that provided information are producing a sustainability report, compared with 23% of the entire 509 companies covered by the survey. It is probably not surprising that the proportion of companies producing sustainability reports is considerably higher among companies providing information than among the total list of 509 companies, because companies with sustainability reports are more informed about the subject and likely to be more interested in it.

Figure 1 shows the proportions of different types of reports produced, including:

- Corporate Citizenship Reports
- Corporate Social Responsibility Reports
- Environment Reports
- Environment & Social Reports
- Environment, Health & Safety Reports
- Environment, Health, Safety & Community Reports
- Social Reports
- Sustainability Reports
- Triple Bottom Line Reports

Figure 1. Types of Sustainability Reports/Sections - 2003
As noted earlier in this report, this project looked at production of stand-alone sustainability reports as well as sections of Annual Reports and websites. Figure 2 shows that the majority of the reports produced were stand-alone.

Figure 2. Sustainability Reports/Sections covering 2003 by format

Figure 3 and Table 5 show the number of companies within each ANZSIC classification producing sustainability reports. Table 5 also shows the total number of annual or biennial reports that have been produced since 1993.

Figure 3. Breakdown of 116 Companies Reporting, by ANZSIC Classification
As shown in Table 5, the largest numbers of companies producing sustainability reports are in the mining and manufacturing sectors. Of the 116 companies producing sustainability reports, 61 are in these sectors, which is 53% of the companies producing reports. In a number of sectors, no companies have prepared a sustainability report. These sectors include Accommodation, Cafés and Restaurants, Cultural and Recreational Services, Health and Community Services, and Personal and Other Services.

Companies in the mining and manufacturing sectors may have been more inclined to undertake sustainability reporting because of the greater level of environmental controversy and public scrutiny of their activities. Another contributing factor may be
the industry codes of the Plastics and Chemical Industry Association (PACIA) and the Minerals Council of Australia, which encourage reporting.

Figure 4 shows the growth in sustainability report/section production since 1993. Some companies have been producing reports for several years; others have only recently begun. The figures for 2003 include 23 companies whose reports are in the process of preparation and have not yet been released. Five of the unreleased reports are expected to include external verification, and this is reflected in the verification data in Figure 4.

Table 6 shows proportions of companies in each ANZSIC classification producing sustainability reports.

<table>
<thead>
<tr>
<th>ANZSIC Classification</th>
<th>No. of companies in ANZSIC Classification</th>
<th>Proportion producing report/section (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation, Cafes &amp; Restaurants</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Agriculture, Forestry and Fishing</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>Communication Services</td>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>Construction</td>
<td>19</td>
<td>11</td>
</tr>
<tr>
<td>Cultural and Recreational Services</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td>Electricity, Gas and Water Supply</td>
<td>17</td>
<td>53</td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>59</td>
<td>22</td>
</tr>
<tr>
<td>Health and Community Services</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>123</td>
<td>33</td>
</tr>
<tr>
<td>Mining</td>
<td>61</td>
<td>33</td>
</tr>
<tr>
<td>Personal and Other Services</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Property and Business Services</td>
<td>85</td>
<td>9</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>30</td>
<td>10</td>
</tr>
<tr>
<td>Transport and Storage</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>55</td>
<td>27</td>
</tr>
<tr>
<td>TOTAL</td>
<td>509</td>
<td></td>
</tr>
</tbody>
</table>

Even in those sectors where reports are produced, the proportions of companies producing reports are, in most cases, still relatively low, although they have been growing over the past decade.
The number and proportion of companies of each company type producing a report/section is shown in Figure 5 and Table 7.

<table>
<thead>
<tr>
<th>Company type</th>
<th>Number of companies</th>
<th>Proportion producing sustainability reports within each company type category (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listed company</td>
<td>42</td>
<td>14</td>
</tr>
<tr>
<td>Proprietary company – Australian</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Proprietary company – foreign-owned</td>
<td>32</td>
<td>46</td>
</tr>
<tr>
<td>Public non-listed company – Australian</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td>Public non-listed company – foreign-owned</td>
<td>35</td>
<td>45</td>
</tr>
<tr>
<td>TOTAL</td>
<td>116</td>
<td></td>
</tr>
</tbody>
</table>

As can be seen from Table 7, only 14% of Australia’s 300 largest listed companies are producing sustainability reports. (This has increased from 10% last year.) The highest rate of report/section production (46%) occurs among foreign-owned proprietary companies.

**Verification of sustainability reports**

Of the 116 companies producing a sustainability report/section in Australia in 2003, 32 have had or will have their report independently verified, representing 28% of reports.

The increasing number of reporting entities obtaining external verification indicates a growing recognition of the value provided by external assurance. This is supported by the finding of the Institute of Social and Ethical Accountability (AccountAbility) that reporting organisations and their stakeholders are coming to accept the premise that robust external assurance is a key means of increasing the credibility and effectiveness of their reporting and, ultimately, their performance.
Tables 8 and 9 show the breakdown of companies with verified sustainability reports/sections by ANZSIC classification and company type.

**Table 8: Companies with verified sustainability reports/sections, by ANZSIC classification**

<table>
<thead>
<tr>
<th>ANZSIC Classification</th>
<th>Companies with verified sustainability reports</th>
<th>Proportion of sustainability reports verified (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>Electricity, Gas and Water Supply</td>
<td>2</td>
<td>22</td>
</tr>
<tr>
<td>Finance and Insurance</td>
<td>5</td>
<td>38</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>8</td>
<td>20</td>
</tr>
<tr>
<td>Mining</td>
<td>9</td>
<td>45</td>
</tr>
<tr>
<td>Property and Business Services</td>
<td>3</td>
<td>38</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>Transport and Storage</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>32</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Table 9: Companies with verified sustainability reports/sections, by company type**

<table>
<thead>
<tr>
<th>Company type</th>
<th>Companies with verified sustainability reports</th>
<th>Proportion of sustainability reports verified (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listed company</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>Proprietary company – Australian</td>
<td>1</td>
<td>50</td>
</tr>
<tr>
<td>Proprietary company – foreign-owned</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>Public non-listed company – Australian</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>Public non-listed company – foreign-owned</td>
<td>13</td>
<td>37</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>32</strong></td>
<td></td>
</tr>
</tbody>
</table>

About one-third of companies with verified reports used major accounting and management consulting firms for verification. The remaining two-thirds relied on technical or environmental consulting firms or other organisations such as university departments.

This proportion differs from trends found in international surveys. The 2002 KPMG International Survey of Sustainability Reporting found that of the 33 verified reports produced by the Global Fortune Top 250 companies, 64% obtained verification from the major accounting firms. Of the 117 verified sustainability reports produced by the top 100 companies in each of 19 countries, 65% obtained verification from major accounting firms.
Benefits of Producing Sustainability Reports

Companies were asked about the benefits that resulted from producing a sustainability report and the impediments to producing a sustainability report. Responses to questions on key benefits and impediments were matched against lists of possible answers, based on lists of reasons in “A Framework for Public Environmental Reporting” and “Triple Bottom Line Reporting in Australia - A Guide to Reporting Against Environmental Indicators.” The cited benefits are shown in Table 10.

<table>
<thead>
<tr>
<th>Table 10. Perceived benefits of producing a sustainability report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No. citing benefit</strong></td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td>Ability to benchmark performance</td>
</tr>
<tr>
<td>Operational and management improvements</td>
</tr>
<tr>
<td>Reputation enhancement</td>
</tr>
<tr>
<td>Capacity to recruit and retain excellent staff</td>
</tr>
<tr>
<td>Improved management of risks</td>
</tr>
<tr>
<td>Creation of market opportunities</td>
</tr>
<tr>
<td>Greater control of environmental disclosure</td>
</tr>
<tr>
<td>Satisfying a mandatory or signatory reporting need</td>
</tr>
<tr>
<td>Gain confidence of investors, insurers and financial institutions</td>
</tr>
</tbody>
</table>

An important additional benefit cited by several companies is ‘communication with stakeholders.’

As can be seen from the table, ‘reputation enhancement’ and ‘gain confidence of investors, insurers and financial institutions’ and ‘operational and management improvements’ are the most frequently cited benefits.
Impediments to Producing Sustainability Reports

Companies were asked about the impediments to producing a sustainability report. Responses to questions on impediments were matched against lists of possible key impediments, based on the lists of reasons cited in “A Framework for Public Environmental Reporting.” When information requests were sent to companies, the lists of possible key impediments were included on the questionnaire form. Table 11 shows the impediments identified.

<table>
<thead>
<tr>
<th>Impediment cited</th>
<th>No. citing impediment</th>
<th>% citing impediment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key impediments</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost and resource constraints</td>
<td>56</td>
<td>57</td>
</tr>
<tr>
<td>Additional resources required initially to develop a framework for measuring and reporting</td>
<td>55</td>
<td>56</td>
</tr>
<tr>
<td>Availability of indicators</td>
<td>33</td>
<td>34</td>
</tr>
<tr>
<td>The need to report openly once committed</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Management and public affairs/legal affairs approval</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Costs of external verification</td>
<td>25</td>
<td>26</td>
</tr>
</tbody>
</table>

‘Cost and resource constraints’ and ‘additional resources required initially’ were cited more frequently than other impediments. A number of companies are switching from stand-alone reports to Annual Report sections, probably to reduce the costs and resources involved in sustainability report production.

Several companies indicated that they did not perceive a demand for such reports from their stakeholders. For some, this perception was based on the small amount of feedback received or the low numbers of people returning feedback postcards placed in the reports. As companies do not normally place feedback postcards in their Annual Reports, they do not have any basis for comparing the level of feedback on different types of publications.
Use of Global Reporting Initiative (GRI) Guidelines

As discussed earlier in this report, the GRI is attempting to promote international harmonisation in reporting relevant and credible corporate economic, environmental, and social performance information to enhance responsible decision-making.

Five company groups in the study group for this project are producing sustainability reports that are ‘in accordance’ with the GRI Sustainability Reporting Guidelines. (The requirements for stating that a sustainability report is ‘in accordance’ with GRI Guidelines are outlined in the section on sustainability report activities overseas earlier in this report.) These companies are:

- BHP Billiton Ltd.
- BP plc
- Diageo plc
- Ford Motor Company
- General Motors Corporation

A number of other companies indicated that their reports have been prepared with reference to the GRI Guidelines. These companies are shown in Table 12.

The numbers of companies producing reports ‘in accordance with’ or ‘with reference to’ GRI Guidelines has increased substantially in the past year. Reports produced ‘in accordance with’ GRI Guidelines increased from one to five, and reports produced ‘with reference to’ GRI Guidelines increased from 13 to 35. This indicates a growing recognition of GRI as the de facto standard for sustainability reporting. Most of the companies producing reports either in accordance with or with reference to GRI guidelines are internationally owned.

Table 12. Companies reporting with reference to the GRI

<table>
<thead>
<tr>
<th>Reporting Company</th>
<th>Subsidiaries covered by Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABB Ltd</td>
<td>ABB Australia Pty Ltd</td>
</tr>
<tr>
<td>ABN AMRO Bank</td>
<td>ABN AMRO Australia Ltd</td>
</tr>
<tr>
<td>AB Electrolux</td>
<td>Electrolux Home Products Pty Ltd</td>
</tr>
<tr>
<td>Alcoa Inc</td>
<td>Alcoa of Australia Ltd</td>
</tr>
<tr>
<td></td>
<td>Kaal Australia Pty Limited</td>
</tr>
<tr>
<td>Allianz AG</td>
<td>Allianz Australia Ltd</td>
</tr>
<tr>
<td>Anglo Coal Australia</td>
<td></td>
</tr>
<tr>
<td>AstraZeneca plc</td>
<td>AstraZeneca Pty Ltd</td>
</tr>
<tr>
<td>Barloworld Ltd (Annual report section)</td>
<td>Barloworld Australia Pty Ltd</td>
</tr>
<tr>
<td>BMW AG</td>
<td>BMW Australia Ltd</td>
</tr>
<tr>
<td>British American Tobacco Pty Ltd</td>
<td></td>
</tr>
<tr>
<td>Citigroup Inc</td>
<td>Citibank Pty Ltd</td>
</tr>
<tr>
<td></td>
<td>Citigroup Global Markets Australia Holdings P/L</td>
</tr>
<tr>
<td>Deutsche Bank AG</td>
<td></td>
</tr>
<tr>
<td>Energex Ltd</td>
<td>Deutsche Australia Ltd</td>
</tr>
<tr>
<td>Reporting Company</td>
<td>Subsidiaries covered by Report</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>Fujitsu Ltd</td>
<td>Fujitsu Australia Ltd</td>
</tr>
<tr>
<td>GlaxoSmithKline plc</td>
<td>GlaxoSmithKline Holdings Pty Ltd</td>
</tr>
<tr>
<td>IBM Inc</td>
<td>IBM Australia Ltd</td>
</tr>
<tr>
<td>ING Groep NV</td>
<td>ING Australia Ltd</td>
</tr>
<tr>
<td></td>
<td>ING Bank (Australia) Ltd</td>
</tr>
<tr>
<td></td>
<td>ING Australia Holdings Ltd</td>
</tr>
<tr>
<td>Johnson &amp; Johnson</td>
<td>Johnson &amp; Johnson Pty Ltd</td>
</tr>
<tr>
<td>Loy Yang Power Projects Pty Ltd</td>
<td></td>
</tr>
<tr>
<td>Mitsubishi Corporation</td>
<td>Mitsubishi Australia Ltd</td>
</tr>
<tr>
<td></td>
<td>Mitsubishi Development Pty Ltd</td>
</tr>
<tr>
<td>Newcrest Mining Ltd</td>
<td></td>
</tr>
<tr>
<td>Nissan Motor Company</td>
<td>Nissan Motor Company (Australia) Pty Ltd</td>
</tr>
<tr>
<td>Nokia Corporation</td>
<td>Nokia Australia Pty Ltd</td>
</tr>
<tr>
<td>Rio Tinto Ltd</td>
<td></td>
</tr>
<tr>
<td>Shell International BV</td>
<td>Shell Australia Ltd</td>
</tr>
<tr>
<td>Siemens AG</td>
<td>Siemens Ltd</td>
</tr>
<tr>
<td>Standard Chartered plc</td>
<td>Standard Chartered Grimlays Bank Ltd</td>
</tr>
<tr>
<td>Sydney Water Corporation Ltd</td>
<td></td>
</tr>
<tr>
<td>Tarong Energy Corporation Ltd</td>
<td></td>
</tr>
<tr>
<td>Telefonaktiebolaget LM Ericsson</td>
<td>Ericsson Australia Pty Ltd</td>
</tr>
<tr>
<td>Telstra Corporation Ltd</td>
<td></td>
</tr>
<tr>
<td>Toyota Motor Corporation Australia</td>
<td></td>
</tr>
<tr>
<td>Ltd</td>
<td></td>
</tr>
<tr>
<td>Visy Industries Australia</td>
<td>Pratt Holdings Pty Ltd</td>
</tr>
<tr>
<td>Westpac Banking Corporation</td>
<td></td>
</tr>
<tr>
<td>WMC Resources Ltd</td>
<td></td>
</tr>
</tbody>
</table>
Conclusions

The conduct and outcome of this study provided a number of valuable insights into the current status of sustainability reporting in Australia and into industry attitudes and perceptions. One clear conclusion is that there are benefits to be obtained from conducting a survey on sustainability reporting at regular intervals.

The number of sustainability reports identified this year is substantially greater than in 2003. This reflects both the growth in reporting and, more importantly, the widening of the scope of the project to include sustainability sections in Annual Reports and websites. Considerable growth in reporting was shown in the Finance and Insurance sectors, Electricity, Gas and Water sectors, Property Services sector and Wholesale Trade sector. The Retail Trade and Transport and Storage sectors appeared as reporters this year for the first time.

Nevertheless the proportion of companies producing sustainability reports is still very low, and is considerably lower than among large companies overseas. Foreign-owned companies operating in Australia (both proprietary and public non-listed companies) have a considerably higher rate of production of sustainability reports than Australian companies. This would tend to indicate that pressure and incentives for producing a sustainability report are greater in other countries than they are in Australia.

The primary benefit companies identify from publishing a sustainability report is enhancement of their reputation. Many companies, though, do not yet recognise that there are substantial operational benefits from producing a sustainability report, or they believe the benefits are outweighed by the costs, difficulties or possible risks. The most commonly cited impediment to producing a sustainability report is the resources required, but citing this impediment may also mean that a company doesn’t see sustainability reporting as a high enough priority to justify the expenditure of resources.

There appears to be a worldwide trend toward greater use of sustainability reports instead of environment only reports, and this is evident in the Australian results.

Verification and external assurance of reports is a growing issue, receiving considerable amount of attention overseas. The launch of AA1000, the assurance standard produced in the UK, in 2003 further increased interest and attention in this area. In Australia, only about 28% of the reports produced are verified. Nearly all the verified reports are stand-alone documents; few companies obtain verification of Annual Report sustainability sections or website sections.

The GRI, and preparation of sustainability reports using GRI guidelines has grown considerably since last year: the number of reports prepared in accordance with GRI guidelines grew from one to five and the number prepared with reference to the guidelines grew from 13 to 35. Foreign-owned companies and government-owned corporations are more likely than Australian-owned companies to use the GRI guidelines.
Recommendations for Future Activities

The 2003 report on Uptake of PER in Australia made a number of recommendations for future studies. Some of the suggestions that have been adopted in the current report are:

- inclusion of data relating to whether the report is prepared ‘in accordance with’ or ‘with reference to’ the 2002 GRI Guidelines;
- whether the sustainability report is produced by a global parent or subsidiary;
- report type (PER, EHS, Sustainability, TBL, CSR); and
- time period covered by a report.

We note that by including data in this project from a range of different forms of sustainability reports, there may be an opportunity to cooperate with other departments, in terms of developing specific metrics and sets of data relating to activities of particular departments. This is obviously most relevant when looking at social reports, but might also apply to reports that focus on occupational health and safety. This might also enable the cost of the survey to be shared with other Government departments.

In carrying out this survey, we have identified a number of steps that can be taken to improve the efficiency of the process and the quality of the data gathered. These can be considered under the two broad headings of timing and methodology.

In terms of methodology, some changes might include:

- future surveys asking only about current reporting and intentions to report, not asking about previous reports. There is a danger here that companies become confused about the information we are seeking to obtain. It would be more efficient for the research team to simply compile the information on previous reports
- asking about benefits and impediments to verification of sustainability reports;
- identifying industry-specific benefits and impediments of reporting;
- exploring the roles of industry associations in promoting sustainability reporting by individual companies;
- seeking feedback from industry associations about development of appropriate performance benchmarks;
- investigating potential to harmonise compulsory reporting requirements from different government jurisdictions, so that these can be addressed through a single sustainability report;
- exploring potential for cooperation with organisations such as the ASX in terms of promoting sustainability reporting, following their successful development of the corporate governance guidelines. Cooperation with the ACCA’s Sustainability Awards process is also worth considering; and
- identifying leverage points within corporate structures to effect change.
In terms of timing, we would recommend:

- making the due date for the mail-out of the survey mid April, with a due date for responses on the 1st July, and a report submission date in August. Such a step would almost certainly contribute to an increased response rate to the survey; and
- providing a longer time period to conduct the study. This would result in increased response rate because there will be more time to follow up. Even more important, it would provide time for detailed analysis of the implications of the results and the trends they reveal.

By carrying out this research activity on a regular basis, the Department will be contributing to the body of knowledge available globally to those interested in promoting corporate sustainability reporting.
References

   http://www.accountability.org.uk/aa1000/default.asp
7 International Auditing and Assurance Standards Board www.iaasb.org
8 Part 1(c) of the generic Audit Scope for audits conducted under the NSW Greenhouse Gas Abatement Scheme states “The scheme administrator is seeking a positive assurance audit to be conducted in accordance with an appropriate standard (AUS 108: Assurance engagements, ISAE 3000 etc.).”
9 Association of Certified Chartered Accountants (ACCA),
   http://www.accaglobal.com/sustainability/
# Appendix A. Questionnaire on Uptake of Sustainability Reporting

<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Answer – Click box where appropriate (Use arrows to move through survey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Has the Company produced a Sustainability Report/Section covering the 2002/2003 Financial Year or 2003 Calendar Year?</td>
<td>Yes [Go to Q6]</td>
</tr>
<tr>
<td></td>
<td>[If Yes] Primary report format (please check only one box):</td>
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<tr>
<td></td>
<td>□ Stand-alone Report</td>
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<tr>
<td></td>
<td>□ Annual Report Section</td>
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<td></td>
<td>□ Website Section</td>
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<td></td>
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<td></td>
<td>□ 2002/2003 Financial Year</td>
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<tr>
<td></td>
<td>□ 2003 Calendar Year</td>
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<td>3.</td>
<td>Please indicate the type of Report/Section produced. (Please check only one box)</td>
<td>Sustainability Report/Section [Go to Q6]</td>
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<tr>
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<td>□ Triple Bottom Line Report/Section</td>
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<td>□ Corporate Social Responsibility Report/Section</td>
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<td>□ Environment, Health, Safety &amp; Community Report/Section</td>
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<td>□ Environment, Health &amp; Safety Report/Section</td>
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<td>□ Environment &amp; Social Report/Section</td>
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<td>□ Community Report/Section</td>
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<td>□ Other:</td>
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<td>4.</td>
<td>For non-ASX listed companies only: Was the Sustainability Report/Section produced by a global parent or Australian subsidiary company?</td>
<td>Global parent [Go to Q6]</td>
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<tr>
<td></td>
<td>□ Australian subsidiary</td>
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<td>5.</td>
<td>Was the Report/Section verified by an independent, external party?</td>
<td>Yes</td>
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<td></td>
<td>□ No</td>
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<td>[If Yes] Who provided the independent verification?</td>
<td>Name:</td>
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<td>6.</td>
<td>Has the Company produced a Sustainability Report/Section in previous years?</td>
<td>Yes [Go to Q6]</td>
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<td></td>
<td>□ No [Go to Q8]</td>
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<td>[If Yes] Which years did they cover?</td>
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<td></td>
<td>Stand-alone Report: Financial Years:</td>
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<td></td>
<td>Calendar Years:</td>
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<td>Annual Report Section: Financial Years:</td>
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<td>Calendar Years:</td>
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<td>Website Section: Financial Years:</td>
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<td></td>
<td>Calendar Years:</td>
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<tr>
<td>No.</td>
<td>Question</td>
<td>Answer – Click box where appropriate</td>
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</table>
| 7.  | Were any of these Reports/Sections verified by an independent, external party? | ☐ Yes  
 ☐ No  
 [If Yes]  
 Which ones?  
 Financial Years:  
 Calendar Years:  
 Who provided the independent verification?  
 Name and year: |
| 8.  | Is the Company planning to produce a Sustainability Report/Section covering the 2003/2004 Financial Year or 2004 Calendar Year? | ☐ Yes  
 ☐ No [Go to Q10]  
 ☐ Undecided  
 [If Yes]  
 Primary report format (please check only one box):  
 ☐ Stand-alone Report  
 ☐ Annual Report Section  
 ☐ Website Section  
 Covering the:  
 ☐ 2003/2004 Financial Year  
 ☐ 2004 Calendar Year |
| 9.  | Do you plan to have this Report/Section verified by an independent, external party? | ☐ Yes  
 ☐ No  
 ☐ Undecided  
 [If Yes]  
 Who will provide the independent verification?  
 Name: |
|     | **Benefits and Impediments of Reporting**                                | Ability to benchmark performance  
 ☐ Operational and management improvements  
 ☐ Reputation enhancement  
 ☐ Capacity to recruit and retain excellent staff  
 ☐ Improved management of risks  
 ☐ Creation of market opportunities  
 ☐ Greater control of environmental disclosure  
 ☐ Satisfying a mandatory or signatory reporting need  
 ☐ Gain confidence of investors, insurers and financial institutions  
 ☐ Other: |
<table>
<thead>
<tr>
<th>No.</th>
<th>Question</th>
<th>Answer – Click box where appropriate</th>
</tr>
</thead>
</table>
| 11. | What do you see as impediments to producing a Sustainability Report/Section? | ☐ Cost and resource constraints  
☐ Additional resources required initially to develop a framework for measuring and reporting  
☐ Availability of indicators  
☐ The need to report openly once committed  
☐ Management and public affairs/legal affairs approval  
☐ Costs of external verification  
☐ Other: |

**Environmental Management System**

| 12. | Has the Company implemented an Environmental Management System (EMS)? | ☐ Yes  
☐ No [Go to Q14] |
|     | [If Yes] What percentage of the Company’s operations does the EMS cover? | % by:  
☐ Production  
☐ Turnover  
☐ Number of sites  
☐ Other: |

| 13. | Is the EMS certified to ISO 14001? | ☐ Yes  
☐ No |
|     | What percentage of the Company’s operations is certified to ISO 14001? | % by:  
☐ Production  
☐ Turnover  
☐ Number of sites  
☐ Other: |

| 14. | Contact details (for Sustainability issues) | Title:  
Name:  
Position:  
Address:  
Phone:  
Fax:  
Email: |

| 15. | Does the Company wish to have its name included in a list of survey participants? | ☐ Yes  
☐ No |
The Department of the Environment and Heritage (DEH) has a comprehensive library of Australian Public Environmental Reports and Sustainability Reports on its web site: http://www.deh.gov.au/industry/corporate/per/reports/index.html. If you would like your Company's Reports (or Annual Report/web site Sustainability Sections) to be included on the site, please complete the consent form and supply a PDF copy to Philip Sloane at p.sloane@caer.org.au.

If reports are not available in PDF format, please indicate in the space below the full web links to the reports' location on your web site.

**Company Name:**

**Year(s) of Reports/Sections:**

**Web link:**

**Consent to host Reports/Sections on DEH website:**

Please provide the appropriate contact details for listing on the web site, so users can get information on the reports/sections and about your company.

<table>
<thead>
<tr>
<th>Contact for Public Inquiries:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
</tr>
<tr>
<td><strong>Name:</strong></td>
</tr>
<tr>
<td><strong>Position:</strong></td>
</tr>
<tr>
<td><strong>Address:</strong></td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
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<tr>
<td><strong>Fax:</strong></td>
</tr>
<tr>
<td><strong>Email:</strong></td>
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# Appendix B. Companies Contacted for this Project

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<tr>
<th>Company Name</th>
<th>ANZSIC Classification</th>
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<tbody>
<tr>
<td>AAV Ltd</td>
<td>Cultural and Recreational Services</td>
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<td>ABC Learning Centres Ltd</td>
<td>Health and Community Services</td>
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<tr>
<td>Adelaide Bank Ltd</td>
<td>Finance and Insurance</td>
</tr>
<tr>
<td>Adelaide Brighton Ltd</td>
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<tr>
<td>Adsteam Marine Ltd</td>
<td>Transport and Storage</td>
</tr>
<tr>
<td>Agenix Ltd</td>
<td>Manufacturing</td>
</tr>
<tr>
<td>ALE Property Group</td>
<td>Property and Business Services</td>
</tr>
<tr>
<td>Alesco Corporation Ltd</td>
<td>Wholesale Trade</td>
</tr>
<tr>
<td>Alinta Ltd</td>
<td>Electricity, Gas and Water Supply</td>
</tr>
<tr>
<td>Alumina Ltd</td>
<td>Mining</td>
</tr>
<tr>
<td>Amalgamated Holdings Ltd</td>
<td>Cultural and Recreational Services</td>
</tr>
<tr>
<td>Amcor Ltd</td>
<td>Manufacturing</td>
</tr>
<tr>
<td>Amity Oil Ltd</td>
<td>Mining</td>
</tr>
<tr>
<td>AMP Ltd</td>
<td>Finance and Insurance</td>
</tr>
<tr>
<td>Ansell Ltd</td>
<td>Wholesale Trade</td>
</tr>
<tr>
<td>APN News &amp; Media Ltd</td>
<td>Manufacturing</td>
</tr>
<tr>
<td>Aquarius Platinum</td>
<td>Mining</td>
</tr>
<tr>
<td>Arc Energy Ltd</td>
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<tr>
<td>Aristocrat Leisure Ltd</td>
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<tr>
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<td>Ausdrill Ltd</td>
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<tr>
<td>Auspine Ltd</td>
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<tr>
<td>Austal Ltd</td>
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<tr>
<td>Austereo Group Ltd</td>
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<tr>
<td>Austral Coal Ltd</td>
<td>Cultural and Recreational Services</td>
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<tr>
<td>Australand Property Group</td>
<td>Mining</td>
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<tr>
<td>Australia &amp; New Zealand Banking Group Ltd</td>
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<tr>
<td>Australian Agricultural Company Ltd</td>
<td>Finance and Insurance</td>
</tr>
<tr>
<td>Australian Gas Light Company (The)</td>
<td>Agriculture, Forestry and Fishing</td>
</tr>
<tr>
<td>Australian Infrastructure Fund</td>
<td>Electricity, Gas and Water Supply</td>
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<tr>
<td>Australian Leisure and Hospitality Group</td>
<td>Transport and Storage</td>
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<td>Australian Pipeline Trust</td>
<td>Accommodation, Cafes and Restaurants</td>
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<td>AWB Ltd</td>
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<td>AXA Asia Pacific Holdings Ltd</td>
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<td>Bank of Queensland Ltd</td>
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<td>Funtastic Ltd</td>
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<td>Futuris Corporation Ltd</td>
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<td>Kresta Holdings Ltd</td>
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Lend Lease Corporation Ltd
Lihir Gold Ltd
Lion Nathan Ltd
Lion Selection Group Ltd
Lynas Corporation Ltd
Macmahon Holdings Ltd
Macquarie Airports
Macquarie Bank Ltd
Macquarie Communications Infrastructure Group
Macquarie CountryWide Trust
Macquarie DDR Trust
Macquarie Goodman Industrial Trust
Macquarie Goodman Management Ltd
Macquarie Infrastructure Group
Macquarie Leisure Trust
Macquarie Office Trust
Macquarie Prologis Trust
Maxitrons Industries Ltd
Mayne Group Ltd
McGuigan Simeon Wines Ltd
McPherson’s Ltd
Metabolic Pharmaceuticals Ltd
Metcash Trading
MIA Group Ltd
Miller’s Retail Ltd
Mincor Resources
Mirvac Group
Mosaic Oil NL
MPI Mines Ltd
Multiemedia Ltd
Multiplex Group
MYOB Ltd
National Australia Bank Ltd
National Foods Ltd
Newcrest Mining Ltd
News Corporation Ltd (The)
Norwood Abbey Ltd
Novogen Ltd
Novus Petroleum Ltd
Nufarm Ltd
Nylex Ltd
Oamps Ltd
Oil Search Ltd
Onesteel Ltd
Orbital Engine Corporation Ltd
Orica Ltd
Origin Energy Ltd
Oxiana Ltd
Pacific Hydro Ltd
Pacifica Group Ltd
Property and Business Services
Mining
Manufacturing
Finance and Insurance
Mining
Mining
Transport and Storage
Finance and Insurance
Finance and Insurance
Property and Business Services
Property and Business Services
Property and Business Services
Property and Business Services
Transport and Storage
Property and Business Services
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Property and Business Services
Manufacturing
Health and Community Services
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Wholesale Trade
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Retail Trade
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Property and Business Services
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Property and Business Services
Construction
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Mining
Cultural and Recreational Services
Manufacturing
Property and Business Services
Mining
Manufacturing
Manufacturing
Finance and Insurance
Mining
Manufacturing
Property and Business Services
Manufacturing
Electricity, Gas and Water Supply
Mining
Electricity, Gas and Water Supply
Manufacturing
Solution 6 Holdings Ltd
Sonic Healthcare Ltd
Sons of Gwalia Ltd
Southcorp Ltd
Southern Cross Broadcasting (Australia) Ltd
SP Telecommunications Ltd
SPC Ardmona Ltd
Spotless Group Ltd
St George Bank Ltd
Stockland
STW Communications Group Ltd
Suncorp-Metway Ltd
Sunland Group Ltd
Sydney Gas Ltd
Symex Holdings Ltd
TAB Ltd
Tabcorp Holdings Ltd
Tap Oil NL
Technology One Ltd
Telecom Corporation of New Zealand Ltd
Telstra Corporation Ltd
Tempo Services Ltd
Ten Network Holdings Ltd
Thakral Holdings Group
Timbercorp Ltd
Toll Holdings Ltd
Transfield Services Ltd
Transurban Group
UNiTAB Ltd
United Group Ltd
Unitract Ltd
UXC Ltd
Valad Property Group
Ventracor Ltd
Villa World Ltd
Village Life Ltd
Village Roadshow Ltd
Virotec International Ltd
Vision Systems Ltd
Volante Group Ltd
Wattyl Ltd
Wesfarmers Ltd
West Australian Newspapers Holdings Ltd
Western Areas NL
Westfield America Trust
Westfield Holdings Ltd
Westfield Trust
Westpac Banking Corporation
WMC Resources Ltd
Woodside Petroleum Ltd
Property and Business Services
Health and Community Services
Mining
Manufacturing
Cultural and Recreational Services
Communication Services
Manufacturing
Property and Business Services
Finance and Insurance
Property and Business Services
Property and Business Services
Finance and Insurance
Property and Business Services
Mining
Manufacturing
Cultural and Recreational Services
Cultural and Recreational Services
Mining
Property and Business Services
Communication Services
Communication Services
Property and Business Services
Cultural and Recreational Services
Property and Business Services
Agriculture, Forestry and Fishing
Transport and Storage
Construction
Transport and Storage
Cultural and Recreational Services
Manufacturing
Manufacturing
Property and Business Services
Property and Business Services
Manufacturing
Property and Business Services
Property and Business Services
Cultural and Recreational Services
Property and Business Services
Manufacturing
Property and Business Services
Manufacturing
Wholesale Trade
Manufacturing
Mining
Property and Business Services
Property and Business Services
Property and Business Services
Finance and Insurance
Mining
Mining
Woolworths Ltd  Retail Trade
Worley Group Ltd  Property and Business Services

Proprietary Company - Australian
A C McGrath & Co Pty Ltd  Retail Trade
ADI Group Holdings Pty Limited  Manufacturing
Advance Petroleum Pty Ltd  Wholesale Trade
Aurora Energy Pty Ltd  Electricity, Gas and Water Supply
Australian Capital Equity Pty Ltd  Wholesale Trade
Automotive Holdings Pty Ltd  Retail Trade
Barter Enterprises Pty Limited  Agriculture, Forestry and Fishing
BGC (Australia) Pty Ltd  Construction
Concorde International Travel Pty Ltd  Transport and Storage
Consolidated Travel Pty Ltd  Transport and Storage
Costa's Pty Ltd  Wholesale Trade
CPG Australia Pty Limited  Construction
Distributorship JV Pty Ltd  Retail Trade
E J Zupp Holdings Pty Ltd  Retail Trade
Gardner Smith (Holdings) Pty Limited  Wholesale Trade
Gascor Pty Ltd  Electricity, Gas and Water Supply
Grocon Pty Limited  Construction
Independent Print Media Group Pty Limited  Manufacturing
Inghams Enterprises Pty Limited  Manufacturing
JGL Investments Pty Ltd  Finance and Insurance
Just Jeans Group Pty Limited  Retail Trade
Liberty Oil Pty Ltd  Wholesale Trade
Linfox Proprietary Limited  Transport and Storage
Manildra Milling Pty Ltd  Manufacturing
Meriton Apartments Pty Ltd  Construction
Pratt Holdings Proprietary Limited  Manufacturing
Qenos Holdings Pty Ltd  Manufacturing
Queensland Press Pty Ltd  Manufacturing
Sensis Pty Ltd  Manufacturing
Spotlight Stores Pty Ltd  Retail Trade
Suttons Motors Pty Ltd  Retail Trade
Tattersall's Holdings Pty Ltd  Cultural and Recreational Services
Tenix Pty Limited  Manufacturing
Transfield Holdings Pty Limited  Construction
Tynan Motors Pty Ltd  Retail Trade

Proprietary Company - Foreign Owned
A W Baulderstone Holdings Pty Ltd  Construction
Adecco Holdings Pty Limited  Property and Business Services
Amatek Industries Pty Limited  Manufacturing
Arnotts Biscuits Holdings Pty Limited  Manufacturing
AstraZeneca Pty Limited  Manufacturing
Australia Meat Holdings Pty Limited  Manufacturing
Barloworld Australia Pty Limited  Retail Trade
Bechtel Australia Pty Ltd  Property and Business Services
British American Tobacco (Australasia Holdings) Pty Limited  Manufacturing
Limited
Canon Australia Pty Limited
Caterpillar of Australia Pty Ltd
Cisco Systems Australia Pty Limited
Citibank Pty Limited
CITIC Australia Pty Ltd
Citigroup Global Markets Australia Holdings Pty Limited
CKI/HEI Electricity Distribution Pty Ltd
CNH Australia Pty Limited
Compaq Computer Australia Pty Limited
Compass Group (Australia) Pty Ltd
CSC Australia Pty Limited
DaimlerChrysler Australia/Pacific Holding Pty Ltd
Dimension Data Australia Pty Limited
EDS (Australia) Pty Limited
Effem Foods Pty Limited
Ericsson Australia Pty Ltd
ExxonMobil Australia Pty Ltd
Franklins Supermarkets Pty Ltd
GE Capital Finance Australasia Pty Ltd
Hanson Australia (Holdings) Pty Ltd
Hewlett-Packard Australia Pty Ltd
Honda Australia Pty Limited
Hyundai Automotive Distributors Australia Pty Ltd
Johnson & Johnson Pty Limited
Kaal Australia, Pty Limited
Kimberly-Clark Australia Pty Limited
Kodak (Australiaasia) Pty Ltd
Komatsu Australia Pty Limited
LG Electronics Australia Pty Limited
Loy Yang Power Projects Pty Ltd
Mazda Australia Pty Limited
Merck Sharp & Dohme (Australia) Pty Limited
Mitsubishi Development Pty Limited
New Zealand Milk (Australasia) Pty Ltd
Nippon Meat Packers Australia Pty Limited
Nissan Motor Co (Australia) Pty Ltd
Nokia Australia Pty Limited
Nuance Group (Australia) Pty Limited
Orlando Wyndham Group Pty Ltd
Owens-Illinois (Australia) Pty Limited
Pacific Brands Holdings Pty Ltd
Panasonic Australia Pty Limited
Parmalat Australia Pty Limited
Pechiney Pacific Pty Limited
Pfizer Pty Limited
RJV Australia Pty Ltd
Robert Bosch (Australia) Pty Ltd
Simplot Australia (Holdings) Pty Limited

Wholesale Trade
Wholesale Trade
Wholesale Trade
Finance and Insurance
Wholesale Trade
Finance and Insurance
Electricity, Gas and Water Supply
Manufacturing
Wholesale Trade
Accommodation, Cafes and Restaurants
Property and Business Services
Wholesale Trade
Wholesale Trade
Property and Business Services
Manufacturing
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Manufacturing
Retail Trade
Finance and Insurance
Manufacturing
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<td>Singtel Optus Pty Limited</td>
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<td>Warehouse Group (Australia) Pty Limited</td>
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<tr>
<td>Xstrata Coal Investments Australia Pty Limited</td>
<td>Mining</td>
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<td><strong>Public Non-listed Company - Australian</strong></td>
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<tr>
<td>AMP Bank Limited</td>
<td>Finance and Insurance</td>
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<td>AusBulk Ltd</td>
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<td>Berri Limited</td>
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<td>Bonlac Foods Limited</td>
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<td>CBFC Limited</td>
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<td>Colonial Mutual Life Assurance Society Limited</td>
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<td>Grain Growers Association Limited</td>
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<td>Hospitals Contribution Fund of Australia Limited</td>
<td>Cultural and Recreational Services</td>
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<td>Jupiters Limited</td>
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<td>Macquarie Life Limited</td>
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<td>MBF Australia Limited</td>
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<td>Medibank Private Limited</td>
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<td>Mitre 10 Australia Ltd</td>
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<td>Murray Goulburn Co-operative Co Limited</td>
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<td>NIB Health Funds Limited</td>
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<td>Queensland Sugar Limited</td>
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<td>Repco Limited</td>
<td>Electricity, Gas and Water Supply</td>
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<td>Sisters of Charity Health Service Limited</td>
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<td>Sydney Water Corporation Limited</td>
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<td>Tarong Energy Corporation Limited</td>
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<tr>
<td>Tyre Marketers (Australia) Limited</td>
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<tr>
<td><strong>Public Non-listed Company - Foreign Owned</strong></td>
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<tr>
<td>Abigroup Limited</td>
<td>Construction</td>
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<tr>
<td>ABN AMRO Australia Limited</td>
<td>Finance and Insurance</td>
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<tr>
<td>Alcoa of Australia Limited</td>
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<td>Allianz Australia Limited</td>
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<td>ALSTOM Australia Limited</td>
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<td>Alusuisse of Australia Limited</td>
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<tr>
<td>Anglo Coal Holdings Australia Limited</td>
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<tr>
<td>Apache Energy Limited</td>
<td>Mining</td>
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<tr>
<td>BAE SYSTEMS Australia Holdings Limited</td>
<td>Manufacturing</td>
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<tr>
<td>Bank of Western Australia Ltd</td>
<td>Finance and Insurance</td>
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<tr>
<td>Barclay Mowlem Limited</td>
<td>Property and Business Services</td>
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<td>Bayer Australia Limited</td>
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Bidvest Australia Limited
BMW Australia Limited
BOC Limited
Boeing Australia Limited
BOS International (Australia) Limited
Cadbury Schweppes Australia Limited
Cargill Australia Limited
Chamberlain Holdings Limited
Chubb Security Holdings Australia Limited
Deutsche Australia Limited
Diageo Australia Limited
Ford Credit Australia Limited
Ford Motor Company of Australia Limited
Fujitsu Australia Limited
General Motors Acceptance Corporation, Australia
GeneralCologne Re Australia Ltd
George Weston Foods Limited
Hardy Wine Company Limited
Heinz Wattie’s Limited
Holden Ltd
HSBC Bank Australia Limited
IBM Australia Limited
Inchcape Motors Australia Limited
ING Australia Holdings Limited
ING Bank (Australia) Limited
Invensys Australia Limited
ITOCHU Australia Ltd
Kraft Foods (Australia) Limited
Lease Plan Australia Limited
Marubeni Australia Limited
McConnell Dowell Corporation Limited
McDonald’s Australia Holdings Limited
Metal Manufactures Limited
Mitsubishi Australia Limited
Mitsubishi Motors Australia Limited
Mitsui & Co (Australia) Ltd
Munich Reinsurance Company of Australasia Limited
National Mutual Life Association of Australasia Limited
Nestle Australia Ltd
Newmont Australia Limited
Newmont Tanami Copy
Nissho Iwai Australia Limited
ORIX Australia Corporation Limited
P&O Australia Ltd
Peters & Brownes Foods Limited
Philip Morris (Australia) Limited
Queensland Alumina Limited
SG Australia Holdings Limited
Shell Australia Limited
Siemens Ltd

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Whole Trade
Finance and Insurance
Finance and Insurance
Manufacturing
Retail Trade
Construction
Manufacturing
Wholesale Trade
Manufacturing
Wholesale Trade
Finance and Insurance
Manufacturing
Mining
Mining
Whole Trade
Finance and Insurance
Transport and Storage
Manufacturing
Manufacturing
Finance and Insurance
Manufacturing
Smith’s Snackfood Company Limited
Sony Australia Limited
Standard Chartered Grindlays Bank Limited
Sumitomo Australia Limited
Swiss Re Australia Ltd
Toyota Motor Corporation Australia Limited
UBS Capital Markets Australia Holdings Ltd
United Energy Distribution Pty Limited
Vodafone Australia Limited
WALTER Construction Group Limited
Xstrata Queensland Limited
Zurich Financial Services Australia Limited

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Wholesale Trade
Finance and Insurance
Manufacturing
Finance and Insurance
Electricity, Gas and Water Supply
Communication Services
Construction
Mining
Finance and Insurance
Appendix C. Companies that did not receive survey but were independently researched

_Private Companies Added_
ABB Australia Pty Limited
BP Regional Australasia Holdings Pty Ltd
Electrolux Home Products Pty Limited
GlaxoSmithKline Holdings Pty Ltd
Hagemeyer Asia Pacific Pty Limited
Harmony Gold (Australia) Pty Limited
Hyundai Motor Company Australia Pty Ltd
Mistearl (Northshore) Pty Ltd
Pacific National Pty Ltd
TCNZ Australia Investments Pty Limited

_Public Unlisted Companies Added_
Alliance Group Limited
Barrick Gold of Australia Limited
Bonlac Supply Company Limited
Contact Energy Limited
ING Australia Limited
Norske Skog Industries Australia Limited
Placer Dome Asia Pacific Limited
Southern Cross Airports Corporation Holdings Limited
Tower Australia Limited