We are committed to making a net positive social, economic and environmental contribution to the communities in which we operate. Our social licence to operate is dependent on ensuring our activities are conducted in ways that contribute enduring benefits to communities.

This section focuses on:

- **Community engagement**: Through our community engagement activities, we seek to be a trusted and respected member of the communities in which we operate. Through active and transparent engagement with the communities in which we operate, we work to identify and mitigate the impacts of our activities.

- **Community investment**: Our corporate citizenship program, Energy for Life, supports the community through strategic partnerships, and provides a practical way for our employees to get involved in causes they are passionate about by participating in matched workplace giving and paid volunteering leave programs.
Community engagement

Work side by side with the community to develop mutually beneficial energy projects

<table>
<thead>
<tr>
<th>FY17 targets</th>
<th>FY17 performance</th>
<th>Status</th>
<th>FY18 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGL will host at least four community events at each operational/development site to allow for community views to be raised and discussed in public²</td>
<td>At least four events were held at each site, as detailed below</td>
<td>Met</td>
<td>AGL will host at least four community events for each operational/development site² to allow for community views to be raised and discussed in public²</td>
</tr>
</tbody>
</table>

We strive to make a net positive social, economic and environmental contribution to the communities in which we operate.

At AGL, our aim is to be a trusted and respected member of the community. During FY17, we implemented a new Community Engagement Policy which sets the benchmark for how we engage.

Endorsed by our CEO, the Policy sets out our commitments regarding community engagement, including to:

- **Be proactive**: We will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive**: We will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent**: We will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well**: We will provide tools, peer support and training to enable our staff to deliver on our commitment.
- **Continuously improve our engagement**: We will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

Our Policy is supported by a Community Engagement Management Standard, which outlines the activities and minimum performance requirements required to deliver enduring benefits to the communities in which we operate.


During FY17, we also developed a Complaints Management Framework which provides a consistent approach to managing, recording and responding to complaints and feedback received from members of the community. The framework is consistent with the best practice principles outlined in the Australian and New Zealand Standard AS/NZS 10002:2014 Guidelines for Complaint Management in Organisations. We consulted our stakeholders when developing the framework, including the National Wind Farm Commissioner, to ensure that the framework reflects industry best practice. The framework will be placed on public exhibition early in FY18, to enable members of the community to review it and provide input.

We prioritise open, transparent, and honest communication and engagement with local communities through a range of different channels including:

- holding regular Community Consultative Committee (CCC) or Community Dialogue Group (CDG) meetings in many of our project areas
- sharing information about our assets, and being available to answer questions on our 24-hour community complaints and feedback hotline and at our local project offices

“Hosting site visits provides us with a great opportunity to understand the key interests of the community”

– Clare Wilkes-Mildren, Senior Manager Government & Community Relations
- hosting community events and site tours
- holding public information sessions
- undertaking regular letter box drops to inform local residents of our activities, and
- publishing electronic newsletters and community updates in local newspapers, on social media and on our website.

During FY17 we set ourselves a target to host at least four community events at each operational or development site. We met this target, as outlined in the table below.

<table>
<thead>
<tr>
<th>Site</th>
<th>Number of events during FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGL Loy Yang</td>
<td>23</td>
</tr>
<tr>
<td>AGL Macquarie</td>
<td>4</td>
</tr>
<tr>
<td>AGL Torrens</td>
<td>9</td>
</tr>
<tr>
<td>Broken Hill Solar Plant</td>
<td>6</td>
</tr>
<tr>
<td>Camden Gas Project</td>
<td>8</td>
</tr>
<tr>
<td>Coopers Gap Wind Farm Project</td>
<td>14</td>
</tr>
<tr>
<td>Dalton Power Project</td>
<td>4</td>
</tr>
<tr>
<td>Gloucester Gas Project</td>
<td>5</td>
</tr>
<tr>
<td>Hallett wind farms</td>
<td>6</td>
</tr>
<tr>
<td>Hydro power stations (combined)</td>
<td>8</td>
</tr>
<tr>
<td>Macarthur Wind Farm</td>
<td>7</td>
</tr>
<tr>
<td>Newcastle Gas Storage Facility</td>
<td>5</td>
</tr>
<tr>
<td>Nyngan Solar Plant</td>
<td>5</td>
</tr>
<tr>
<td>Oaklands Hill Wind Farm</td>
<td>4</td>
</tr>
<tr>
<td>Silver Springs Gas Storage / Wallumbilla LPG Plant</td>
<td>9</td>
</tr>
<tr>
<td>Silvertown Wind Farm</td>
<td>6</td>
</tr>
<tr>
<td>Somerton Power Station</td>
<td>4</td>
</tr>
<tr>
<td>Wattle Point Wind Farm</td>
<td>6</td>
</tr>
</tbody>
</table>

The following sections outline the approach we have taken to community engagement over FY17, with a focus on our newer projects and those that have generated particularly strong community interest. The community investment section provides details on how we support local communities through our various community funds and support programs.

Visit our map for location and other details about each facility and project.

**Renewable generation facilities**

**Operating wind farms and solar plants**

We operate several wind farms and utility-scale solar plants in Victoria, New South Wales and South Australia. CCCs are in place for our operating wind projects in Victoria and New South Wales. The CCCs aim to foster relationships with the communities, to share information about the projects and to address concerns and topics of interest. In addition to the CCC meetings, we engage with our community in less formal ways, including holding one-on-one meetings, participating in local events and activities.

There has been strong interest amongst these communities about our activities, and strong participation in our engagement activities. We have found that many community members are interested in learning about renewable energy technologies and we have held site tours and other activities to accommodate this interest.

In the case of our wind farms, we continue to actively engage with a small number of stakeholders who are concerned about perceived health impacts associated with infrasound generated by wind turbines. AGL has continued to engage with these community members, the wider local community, and other key stakeholders. During FY17, we facilitated visits by the National Wind Farm Commissioner to our Hallett and Wattle Point wind farms in South Australia, and our Oaklands Hill Wind Farm in Victoria, to observe operations and speak directly with neighbouring landowners. At our Macarthur Wind Farm in Victoria, we have been engaging closely with landowners who remain concerned about our operations.

“All of our wind farms are located in agricultural areas with cropping, sheep and cattle, so creating partnerships with those existing industries is very important to us” – Simon Kelley, Renewables Manager
In addition, we are continuing to support new scientific research into wind turbines and infrasound health impacts, announced by the National Health and Medical Research Council in 2016. For example, we are working with researchers from Flinders University on a study measuring the effects of noise from our Hallett Hill Wind Farm on sleep at neighbouring residences. Refer to the air, waste and noise section for further information.

We have worked closely with the communities of Broken Hill and Nyngan where our solar plants are located, and have received a largely positive reception to our activities. There has been strong community interest in the solar plants, and communities generally value the associated economic and social benefits that the solar plants have delivered.

During FY17 we established a competition to design the viewing platform at the Broken Hill Solar Plant. Partnering with the Broken Hill Art Exchange, the competition drew over 100 entries from artists, designers, architects, and engineers from the local community and nationally. Two of the four finalists were from the Broken Hill community.

At our Nyngan Solar Plant in FY17, we unveiled a viewing platform which provides an opportunity for locals and visitors alike to safely view the solar plant. As part of this, we have worked with the local Aboriginal Land Council to create a bush tucker garden and an Aboriginal leadership program which was delivered across four local schools, from pre-primary to high school. The program had a healthy lifestyle message of ‘stay clean, live the dream’, which also aligns with AGL’s health and safety values. The achievement of these joint programs would not have been possible without the assistance, co-operation and support of the community, neighbours, local council and local businesses.

Hydro-electric facilities
We operate hydroelectric power stations in Victoria and New South Wales, with the three primary schemes located in the Kiewa, Dartmouth and Eildon catchments. We control the generation from our various hydro sites from a central facility at Mt Beauty, situated in north-east Victoria, which allows us to quickly respond to changes in customer and electricity system requirements.

AGL actively participates in a number of local advisory groups linked to our hydro assets, focused on human health, public safety, environmental management and recreational use of the lakes and other infrastructure associated with the schemes. These groups include the Rubicon Steering Committee, Dartmouth Pondage Advisory Group, the Municipal Emergency Management Planning Committee, and the Bogong Village sub-committee.

AGL hosts visits across the hydro network to improve knowledge of our operations. Groups hosted during FY17 included Engineering Australia, regarding the nomination of the Kiewa Hydroelectric Scheme for heritage recognition, and a tour of Eildon Power station as part of the Water Industry Operators Association’s Annual General Meeting.

During FY17, AGL continued to work collaboratively with Alpine Council to support the Mt Beauty Men’s Shed. AGL contributed around half the land for the shed site under an agreement with Council. We also contributed skilled labour through our volunteer day, and donated and loaned hardware and equipment to facilitate electrical wiring and renovations of the shed. We have also worked with the shed to reduce its electricity costs by providing discounted solar PV panels and a reduced-rate ‘friend of AGL’ energy account.

Projects under development and construction - Silverton and Coopers Gap wind farms
In May 2017, construction commenced on the 200 MW Silverton Wind Farm in New South Wales. The Coopers Gap Wind Farm in Queensland received planning approval in May 2017.

We engaged with the community during the preparation for construction at Silverton and the planning approvals process for Coopers Gap. At Silverton, key issues raised included minimising construction traffic impacts, operational noise, visual impact and scenic amenity. Key issues raised by the community and addressed in the environmental impact statement (EIS) for Coopers Gap included noise and vibration, visual impact and scenic amenity, shadow flicker from rotating blades, electromagnetic interference, aviation and other hazards and traffic impacts.

At both Silverton and Coopers Gap, we are providing some local residents with free solar systems so that local people receive an energy benefit.

CCCs are in place for both these projects. The meetings are open to the public and continue to be well attended by the local community and key stakeholders. Communities are increasingly interested in the employment and business opportunities generated by projects of this scale. At Silverton, AGL ran two local industry briefings in collaboration with our lead contractor, as part of our commitment to local procurement, which were attended by more than 50 local suppliers. We also continue to engage with members of the community to manage the impacts of construction and operations.

To learn more about our renewable generation portfolio, visit the renewable energy section.
Gas production and exploration operations
In FY16 we announced that natural gas exploration and production would no longer be a core business for the company. Over FY17 we continued to engage with the community about the Camden Gas Project, which will remain operational until 2023, and the Gloucester Gas Project, where we are undertaking rehabilitation activities in preparation for ceasing operations.

Camden Gas Project
We continue to actively engage with the Macarthur community regarding our Camden Gas Project. In November 2016, we announced the schedule for Stage One of the rehabilitation of coal seam gas wells in the Camden Gas Project. Our community engagement supports the full scope of our activities (operations, closure planning, decommissioning and rehabilitation) as we work towards full closure of the project in 2023.

We do this through regular information and website updates, regular briefings and meetings with local community groups and the Camden CCC. Camden CCC meetings are held bi-annually, with quarterly updates provided to members. The Camden Gas Project held its 50th CCC meeting in March 2017.

Gloucester Gas Project
Our community engagement activities in Gloucester will gradually decline as decomposition and rehabilitation activities end. While there is no further permanent AGL presence in Gloucester following closure of our Gloucester office in February 2017, we are continuing to engage with landholders, the Gloucester CCC and community members regarding project decommissioning and rehabilitation activities and project milestones.

AGL has established a $2 million Gloucester Independent Community Legacy Fund to support initiatives that bring long-term, sustainable economic benefit, training, or employment pathways to the greater Gloucester region. During FY17, the independent panel which was set up to administer the Fund awarded grants worth a total of $1.69 million which are expected to generate over 60 new jobs in the region. The balance of the Fund is expected to be distributed in FY18.

We also continue to contribute funding for a community development consultant in a Regional Strategic Partnership role. Fully funded by AGL, the consultant works with government, businesses, community groups and locals to support organisations to identify and apply for community grants. The role leverages opportunities to enhance local industry and grow the greater Gloucester regional economy. This role also provides advice and support for the Gloucester Independent Community Legacy Fund Panel. Through this position, we have played a major role in securing New South Wales Government investment of $8.3 million to upgrade major road infrastructure during FY17.

Thermal electricity generation facilities
As outlined in the electricity generation section, we operate a diverse portfolio of electricity generation assets. However, in line with our Greenhouse Gas Policy commitment not to extend the life of any of our coal fired power stations, we have commenced discussions with communities in the Latrobe Valley (where AGL Loy Yang is located), and in the Hunter area (where AGL Macquarie is located), about how transitional arrangements may be structured over the medium to long term. Liddell and Bayswater power stations in the Hunter Valley are scheduled for closure by 2022 and 2035 respectively, and Loy Yang A Power Station and Mine in the Latrobe Valley are planned to close by 2048. Further discussion is provided in our Rehabilitation Report.

Given this strategic direction, during FY17 we ran an active and open program of engagement with the communities surrounding our thermal generation facilities. We will continue this approach into FY18 as we lead a conversation in the community about planning for the closure of these assets, rehabilitation, and reuse of the sites.

Loy Yang A Power Station and Mine
Over FY17, we refined our community engagement process at AGL Loy Yang in line with planning for ongoing operations and site rehabilitation. Following the findings of the Hazelwood Mine Fire Inquiry, the Victorian Department of Economic Development, Jobs, Transport and Resources requested that the most recent Work Plan Variation include a greater focus on community engagement. In accordance with requirements under the Mineral Resources (Sustainable Development) Act 1990, we submitted a Work Plan Variation which outlines our engagement approach and this Plan is currently being assessed by the Victorian Government.

In preparing the Plan, we undertook briefings with a wide range of community members and community groups, including Committee 4 Gippsland, Voices of the Valley, Flynn Landcare Group, Traralgon South District Association, neighbouring landholders, and the Latrobe City Council. We also briefed local regulators including the Department of Economic Development, Jobs, Transport and Resources, Southern Rural Water, and the West Gippsland Catchment Management Authority, and also held detailed briefings with local Federal and State MPs.

We undertook activities to obtain feedback from the community on AGL Loy Yang's rehabilitation plans and ongoing environmental management (including fire preparedness and fugitive dust). Engagement activities included our annual community forum which focused on rehabilitation and improving community engagement, targeted stakeholder briefings, site tours, and a pop-up information stand at Traralgon Plaza in July 2016. We also consulted on the Work Plan Variation with the AGL Loy Yang Environment Review Committee (ERC), which is similar in function to CCCs that operate in other jurisdictions. The ERC meets every two months, and considers and discusses the environmental, social and community implications of AGL's Loy Yang power station and mine. We are currently undertaking consultation relating to the creation of a CDG to act as a pathway for information to flow between the organisation and the community. It is envisaged that the CDG will operate alongside the mandated ERC. Feedback from engagement undertaken regarding the work plan variation has been overwhelmingly positive, with participants valuing the opportunity to gain a greater level of information regarding the operations and rehabilitation of the mine.
AGL Loy Yang was a critical contributor to the Committee for Gippsland’s Report Our Region Our Future: Securing an economic future for Gippsland and the Latrobe Valley which was released in July 2016. The Report makes recommendations regarding the development of a planned pathway forward, to ensure the future prosperity of the Latrobe Valley with the Victorian Industry Minister welcoming the report at the launch event.

At the invitation of the Victorian Government, AGL Loy Yang has been involved in providing input into the curriculum for the Gippsland Tech School – a high-tech learning environment, with innovative education programs linked with local industry delivering real world learning to students. The curriculum design incorporates elements relating to new energy technologies. Students from eight participating schools across the Gippsland region will be able to access the Tech School for specialised programs. We are working with the program’s co-design partner, Foundation for Young Australians, in developing options (prototypes) of how the Gippsland Tech School may run in and across the school curriculum.

During early 2017, we undertook extensive consultation with the community about the movement of Travelling Stacker 4 (TS4) from the overburden site into the base of the mine to prepare for progressive site rehabilitation. The TS4 project cost $60 million and took over three years to plan. The movement of TS4 along a 19 km path included the disconnection of Basslink and the closure of the Hyland Highway for 48 hours.

In March 2017, Hazelwood Power Station was closed permanently. Recognising the impacts that the closure would have on the local community, in March 2017 AGL became the first power generator to sign an agreement with the Victorian Government to enable retrenched workers at Hazelwood to transition to other Latrobe Valley power generation sites.

**AGL Macquarie**

Our engagement activities demonstrate that community support in the Hunter region for Liddell and Bayswater power stations has remained favourable over FY17. AGL Macquarie continues to play an important role in the community, as a large, stable employer, a substantial economic contributor and long-term active community participant.

We recognise the impact that closing Liddell and Bayswater power stations, by 2022 and 2035 respectively, will have on the Hunter community. That's why we established the Hunter Energy Transition Alliance in FY16, bringing together industry, education, government and community partners to help identify future jobs and opportunities for new energy investment and skills development for the Hunter region. In FY17 we released the Hunter Energy Transition Alliance Blueprint Report, setting the foundation and guiding principles for engagement, planning and project development over the coming years.

In addition we engaged the Newcastle Energy Institute, based at the University of Newcastle, to support a Hunter region economic diversification and technology development research and training agenda.

During FY17, we commenced the process to re-establish a CDG. An Expression of Interest process for members has commenced. The CDG will be an important vehicle for community engagement and mutual understanding over the coming years.

As reported in FY16, Lake Liddell was temporarily closed following detection of *Naegleria fowleri* amoeba in the lake. In FY17 the decision was made to permanently close the lake to recreational activity in the interests of public safety. We have assisted with improvements to the Lake Liddell public camping facility, including additional fresh water tank storage, and will continue engagement with the Lake Liddell Recreation Area Trust, Muswellbrook Shire Council and New South Wales Government agencies to assist with the ongoing operation of the recreation area.

**Torrens Island Power Station**

Following the ‘system black’ event on 28 September 2016 in South Australia, we have invested significant energy to engage with all levels of government to advocate for policy reform, communicate commercial challenges and to propose potential solutions. For more information on how we engage with government about challenges facing the energy market, refer to the public policy engagement section.

During FY17, AGL deferred plans to mothball four generating units at the Torrens Island Power Station and announced an investment in a gas fired peaking plant at Barker Inlet – both decisions were made to increase energy supply in the state.

Our community engagement activities at Torrens Island Power Station included hosting visits from university groups, eager to learn more about the power station and use it for the basis of their studies. Groups from the University of Adelaide, University of South Australia and Flinders University visited during the year.

The station also expanded on a partnership with the University of Adelaide’s Ingenuity program during the year – a program which supports final year Engineering, Maths and Computer Science students to showcase their work. We committed staff expertise to a series of panel discussions, briefing sessions and judging panels in the lead up to the showcase expo.

We also continued our sponsorship of the Australian Marine Wildlife Rescue Organisation (AMWRRO), based on Torrens Island, which undertakes vital rescues and rehabilitation of marine animals. To read more about how we invest in community groups, see the community investment section.
Proposed gas fired power station in the Upper Lachlan Shire, New South Wales
As identified in the energy market evolution section, load shedding events in New South Wales and South Australia during FY17 demonstrated that ensuring secure, reliable and affordable energy supply is a national priority.

In March 2017, AGL lodged an application with the New South Wales Government to extend, for a further two years, the approval for a gas fired peaking plant at Dalton in the Upper Lachlan Shire, southern New South Wales. AGL is examining whether to pursue the plant in order to meet peak energy security needs. The approval was originally granted in July 2012, with a five-year term. The application was on public exhibition until mid-April and 400 submissions were received opposing the proposal. AGL will release a response to submissions report in early FY18 and is undertaking active engagement to understand community views.

From March 2017, AGL undertook an active engagement program to explain the project approvals process and provide accurate information about the proposal. A public meeting was held which was attended by more than 120 people. A CCC is being established under new guidelines released by the New South Wales Department of Planning and Environment with an independent Chair and will hold its first meeting in early FY18.

Information updates were provided to community members within 10 kilometres of the site via a letterbox drop, and door knocking activities, emails and updates on our website were also undertaken.

Economic contributions to local communities
We invest in the communities in which we operate through local procurement, local employment opportunities and a structured program of community investment. We recognise that these activities can assist communities to thrive, and we are committed to contributing to the ongoing success of these communities.

Visit the community investment section to see how we have contributed to local communities through our various Community Funds and Community Support Programs.

1. This target applies to operational/development sites that are located within a distance of 5km, by road, of a residential community comprising at least 250 people.
2. Given the relatively close proximity of AGL’s hydro-electric schemes to each other, these sites are together considered as a single site for the purposes of meeting this target.
3. This target applies to operational/development sites located within a distance of 5km, by road, of a residential community comprising at least 250 people, excluding operating facilities that generate less than 0.1 TWh/pa (based on FY16/17 generation figures). Notwithstanding the above restrictions, this target also applies to AGL Macquarie, Newcastle Gas Storage Facility, Silverton Wind Farm and Coopers Gap Wind Farm.
4. Infrasound is sound waves below the lower limit of human audibility or below 20 Hz. Sound at or below these levels is considered to be inaudible to the human ear.

Related Information
AGL Asset Map
Community investment

Contribute to the organisations in our communities that are important to our employees and customers

<table>
<thead>
<tr>
<th>FY17 targets</th>
<th>FY17 performance</th>
<th>Status</th>
<th>FY18 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Volunteering participation rate: 35% (head count basis)</td>
<td>Employee Volunteering participation rate: 16% (head count basis)</td>
<td>Not met</td>
<td>Employee Volunteering participation rate of AGL’s Enterprise Leadership Team: 90% (head count basis)</td>
</tr>
</tbody>
</table>

Our corporate citizenship program, Energy for Life, is just one way we are partnering with the community. Established in 2003, Energy for Life supports the community through strategic partnerships, and gives our people the opportunity to get involved in causes they are passionate about by participating in matched workplace giving and paid volunteering leave programs.

During FY17, we established an Energy for Life Leadership Committee (comprised of senior representatives from across our diverse operational sites) to provide visible leadership support and championing of the program right across our business.

**Strategic partnerships**

We are investing more than $3 million over six years from 2012 in Energy for Life strategic partnerships.

Recognising that energy costs can be a cumulative financial stress to those in financial hardship, we established three strategic partnerships with community organisations focusing on the areas of prevention and education; intervention, resource and capacity building; and crisis support.

These partnerships complement ongoing commitments to addressing hardship through regulatory obligations, hardship programs such as Staying Connected and our overarching Affordability Initiative (refer to the energy prices and affordability section of this report).

- **The Smith Family**: Sharing the belief that education has the power to transform lives and break the cycle of disadvantage, we are supporting the education of 340 school-aged children from disadvantaged backgrounds through The Smith Family’s Learning for Life program. In FY17, we contributed nearly $240,000 to The Smith Family under this partnership agreement. 189 child sponsorship relationships have been established with AGL employees. Our people also support The Smith Family by volunteering their time to mentor students through the iTrack mentor program.

- **St Vincent de Paul Society**: St Vincent de Paul Society’s home visitation program delivers financial and non-financial support to families in need. As well as providing financial support to this program, together with St Vincent de Paul we developed “Energy Advice Packs” containing information and advice for households about available support, retailer hardship programs and simple tips to save energy around the home. In FY17, we contributed $350,000 to St Vincent de Paul Society under this partnership agreement.

- **Cancer Council Australia**: Responding to unforeseen situations like a cancer diagnosis can affect the financial position of many households. We are providing funding for Cancer Council Australia’s Financial Assistance Program, which provides grants to families affected by cancer to help cover necessary living costs. In FY17, we contributed $33,000 to Cancer Council Australia under this partnership agreement.

As part of our commitment to promote safety in the workplace and home, we have also established a partnership with the Julian Burton Burns Trust.

“AGL is proud to support the diverse group of charity partners and the significant contributions they make to the communities in which we all live” – Marg Mitchell,
Manager Corporate Responsibility
- **Julian Burton Burns Trust**: Recognising that scalding from hot water is one of the most common causes of burn injury in the home, we are partnering with the Julian Burton Burns Trust to support burn prevention and education through South Australia's BurnSafe Schools Program. In FY17, we contributed $19,250 to Julian Burton Burns Trust under this partnership agreement.

**Employee volunteering**

Our ‘Employee Volunteering’ program gives our people the opportunity to take one day of paid volunteering leave every year to support community causes and charitable organisations. As well as delivering social outcomes for the community, volunteering provides business benefits to AGL, by engaging our people, promoting teamwork and building morale.

Our people can take volunteering leave in a variety of ways, including getting involved in team projects, pursuing individual interests and participating in AGL-led initiatives. In FY17, AGL’s Executive Team spent their volunteering day with Oz Harvest, creating 187 nutritious gourmet meals for people in need. Our CEO, Andy Vesey, as well as Executive General Manager Organisational Transformation Alistair Preston volunteered their time and expertise with Cancer Council NSW. In June 2017, AGL Executive General Manager Lisa Harrington, and General Manager AGL Loy Yang Steve Rieniets participated in the Vinnies CEO Sleepout, raising funds and awareness about homelessness in Australia.

Some other volunteering opportunities that have been taken up by our people over the course of FY17 included sorting and delivering gifts and food hampers to disadvantaged people with The Salvation Army; packing 1,000 candle bags to raise $20,000 worth of funds to help young people at the Oasis Youth Support Network; and planting 4,500 plants, removing 2,800 wheelbarrow loads of weeds and distributing 7,000 wheelbarrow loads of mulch at the Healesville Sanctuary.

We set ourselves a target for FY17 to achieve a volunteering participation rate of 35% (by headcount). Disappointingly, only 16% of our people recorded a volunteering leave day in FY17, down from 22% in FY16. Despite falling short of our goals, we are proud that this represented 4,386 hours being given to the community by our people.

Through AGL’s Affordability Initiative (refer to the energy prices and affordability section), we are working to leverage our existing relationships and programs aimed at long-term alleviation of financial hardship. A ‘Train the Trainer’ initiative was piloted with St Vincent de Paul Society conferences across Sydney, where our people provided St Vincent de Paul Society volunteers with training on how to read energy bills, available energy concessions and tips and advice on how to save energy.

**Employee giving and fundraising**

Our ‘Employee Giving’ program allows our people to make regular pre-tax payroll contributions to our Energy for Life charity partners. We match these donations dollar-for-dollar (up to an annual cap of $200,000), effectively helping our people to double the impact of their donations.

The charity partners included in our Employee Giving program are: Australian Marine Wildlife Research and Rescue Organisation, beyondblue, Cancer Council Australia, CARE Australia, Julian Burton Burns Trust, RSPCA, St Vincent de Paul, The Salvation Army, The Smith Family, Westpac Rescue Helicopter Service, White Ribbon Australia and WWF-Australia.

During FY17, the average monthly participation rate in the Employee Giving program was 8.3%, up from the FY16 rate of 7.7%. Donations to these charity partners through the Employee Giving program totalled $183,000 in FY17 (including donations from our people and AGL’s matched contributions), a 4% decrease from FY16 when $190,700 was donated, reflecting a slight decrease in the average amount donated per participating employee.

In addition to funds raised through Employee Giving, together with our people we raised $103,600 through charity partner fundraising events in FY17. This year we were proud to be the first corporate to support CARE Australia through their new Disaster Response Depot fundraising platform. Our people donated emergency supplies to ‘virtual pallets’ to restock CARE Australia’s Brisbane warehouse, so that CARE Australia can help communities prepare for and recover from disasters. We raised over $26,000 for CARE Australia through this fundraiser (including donations from our people together with AGL matching). On the basis that donations made today can have up to seven times the impact of a donation made after a disaster strikes, we are proud that funds raised could provide up to $182,000 worth of value to vulnerable communities.

Visit our data centre - Employee Giving and event fundraising
Valuing our contribution to the community

We invest in the communities in which we operate through local procurement, local employment and a structured program of community investment. We recognise that these activities can assist communities to thrive, and we are committed to contributing to the ongoing success of these communities.

Our community investment activities encompass cash grants, contributions and in-kind support. Community investment priorities are determined through external community consultation, an understanding of the demographic profile and needs and aspirations of the communities in which we operate, operational project plans and identification of project-related and cumulative impacts.

We are evolving our community investment program with a strong focus on shared value outcomes, so that our investment responds to both community needs and aspirations and our strategic business direction. Our refreshed community investment framework, which we will report on next financial year, will be based on robust assessment criteria and be supported by a continuous improvement framework.

Our community investment (including cash, volunteering and in-kind contributions) in FY17 has been valued at over $3,506,622, comprising $3,196,546 in cash donations, $1,000 in-kind and $309,076 in time.

We break down our community contribution according to the three Energy for Life program areas (Employee Volunteering, Employee Giving and Strategic Partnerships), as well as the support provided to the local community through AGL Community Funds, other local community initiatives, contributions arising from key retail and corporate sponsorships, and other charitable donations.

Visit the data centre for a breakdown of our community contributions by charitable cause and motivation for investment.

Community contribution by program area

<table>
<thead>
<tr>
<th>Program Area</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
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<td>$2,791,899</td>
<td>$2,915,540</td>
<td>$2,970,518</td>
<td>$3,100,076</td>
<td>$3,308,411</td>
</tr>
</tbody>
</table>

Notes

- Amounts reported under ‘Employee Giving and fundraising events’ represents AGL’s matched funding only, not the donations given by employees.
- A community fund is a set amount of investment in a specific community in which AGL operates. Funds are allocated through a publicly-advertised expression of interest process which is open to all organisations and associations operating within the community. Community funds do not include ad hoc sponsorships or donations (cash or in-kind).
- A community fund/grant is set up to meet ongoing community engagement and investment commitments whilst we plan to decommission, exit or sell those particular assets. Funds are disbursed on an ad hoc basis rather than through a publicly advertised expression of interest process. Prior to FY17, the Camden, Gloucester and Newcastle Gas Storage Facility contributions were classified as community funds rather than funds/grants.

Related Information

Energy for Life

View in data centre

1. Energy Advice Packs are updated periodically. Visit the AGL Blog for the most recent version of the packs.
3. Until FY12, AGL was a member of the London Benchmarking Group (Australia and New Zealand) (LBG) and used the LBG model to value community contribution. Since FY12, AGL has continued to use the methodology from FY11 to allow comparability and trend analysis.

In this section

Community engagement Community investment