

GRI Content Index

STRATEGY AND PROFILE DISCLOSURES

Page

1. Strategy and Analysis	
1.1 Statement from the most senior decision maker	10, 12
2. Organisational Profile	
2.1 Name of organisation	5,6,106
2.2 Primary brands, products and/or services	5,6,106
2.3 Operational structure of the organisation	5,6
2.4 Location of organisation's headquarters	106
2.5 Number of countries where the organisation operates	5,6
2.6 Nature of ownership and legal form	5,106
2.7 Markets served by the organisation	5
2.8 Scale of the reporting organisation	5,106
2.9 Significant changes during the reporting period	106-109
2.10 Awards received during the reporting period	162
3. Report parameters	
3.1 Reporting period	9
3.2 Date of most recent previous report	9
3.3 Reporting cycle	9
3.4 Contact point for questions	168
3.5 Process for defining report content	7-9
3.6 Boundary of the report	5,9
3.7 Any specific limitations on the scope or boundary of the report	N/A
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities	106-110
3.10 Explanation of the effect of any re-statement of information provided in earlier reports, and the reasons for such re-statement	-
3.11 Significant changes from previous report periods	-
3.12 GRI Content Index	157
4. Governance, Commitments and Engagements	
4.1 Governance structure of the organisation	18
4.2 Indicate whether the chair of the highest governance body is also an executive officer	18
4.3 State the number of members of the highest governance body who are independent and/or non-executive members	18
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	5,6,44
4.5 List of stakeholder groups engaged by the organisation	5,6,44
4.6 Basis for identification and selection of stakeholders with whom to engage	5,6,44

GRI PERFORMANCE INDICATORS

ECONOMIC

Indicator	Indicator Description	Page
Economic Indicators		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	101-102
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	64
EC3	Coverage of the organisation's defined benefit plan obligations	140-141
EC4	Significant financial assistance received from government	N/A
Market Presence		
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	56-57
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation	-
Indirect Economic Impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	48,59

GRI Content Index continued

ENVIRONMENTAL		
Indicator	Indicator Description	Page
Materials		
EN1	Materials used by weight or volume	70-71
EN2	Percentage of materials used that are recycled	-
Energy		
EN3	Direct energy consumption by primary energy source	70-71
EN4	Indirect energy consumption by primary source	70-71
Water		
EN8	Total water withdrawal by source	62
Biodiversity		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas outside of high biodiversity value outside protected areas	66,72-74
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	66,72-74
Emissions, Effluents and Waste		
EN16	Total direct and indirect greenhouse gas emissions by weight	70-71
EN17	Other relevant indirect greenhouse gas emissions by weight	70-71
EN19	Emissions of ozone depleting substances by weight	70-71
EN20	NO, SO, and other significant air emissions by type and weight	70-71
EN21	Total water discharge by quality and destination	36,70-71
EN22	Total weight of waste by type and disposal method	70-71
EN23	Total number and volume of significant spills	72-74
Products and Services		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	72-74
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	63
Compliance		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental and other regulations	18-20 72-74
SOCIAL		
LABOUR PRACTICES AND DECENT WORK		
Indicator	Indicator Description	Page
Employment		
LA1	Total workforce by employment type, employment contract and region	5,78-81,130
LA2	Total number and rate of employee turnover by age group, gender and region	78-81
Labour/Management Relations		
LA4	Percentage of employees covered by collective bargaining agreements	79
LA5	Minimum notice period regarding operational changes, including whether it is specified in collective agreements	-
LA7	Rates of injury, occupational diseases, lost days, absenteeism, number of work related failures by region	78-81
	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases	78-81
Training and Education		
LA10	Average hours of training per year per employee by employee category	-
Diversity and Equal opportunity		
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	18,81
LA14	Ratio of basic salary of men to women by employee category	-
HUMAN RIGHTS		
Investment and procurement practice		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	-
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	-
Non-discrimination		
HR4	Total number on incidents of discrimination and action taken	-
Freedom of association and collective bargaining		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	-
Child Labour		
HR6	Operations identified as having significant risk for incidents of child labour and measures taken to contribute to the elimination of child labour	N/A

Indicator	Indicator Description	Page
Forced and compulsory labour		
HR7	Operations identified as having significant risk, for incidents of forced or compulsory labour and measures to contribute to the elimination of forces or compulsory labour	N/A
SOCIETY		
Community		
SO1	Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting	48,72
Corruption		
SO2	Percentage and total number of business units analysed for risks related to corruption Percentage of employees trained in organisation's anti-corruption policies and procedures Actions taken in response to incidents of corruption	18-20,30
Public policy		
SO5	Public policy positions and participation in public policy development and lobbying	44-45
Compliance		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	18-20
PRODUCT RESPONSIBILITY		
Customer Health and Safety		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvements, and percentage of significant products and services categories subject to such procedures	34-38, 72
Product and service labelling		
PR3	Type of product and services information required by procedures, and percentage of significant products and services subject to such information requirements	N/A
Marketing communications		
PR6	Programmes for adherence to laws, standards and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	44-45
Compliance		
PR4	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	18-20, 34-38

I hereby declare that to the best of my understanding this report fulfils the requirements for a GRI G3 Application **Level C**.

Name: Mr Mzimkulu Msiwa

Position: Chief Executive

Date: September 2010

Signature:




The annual report cover design and photo collages were prepared by Umgeni Water's graphic designer, Nathi Zondo. Photographs of Board and EXCO Members were taken by Brent Steyn.