

# Sustainability 2010



*We do a lot of  
great things...*



*Our Electrical Services crew in New Zealand carry out work on the Benmore to Haywards High Voltage Direct Current line in Port Underwood in the Marlborough Sounds.*

*and we want to do more to become*

- > a better service provider*
- > a better employer and*
- > a better neighbour*

Turn over for our Sustainability Poster! 



**A message from  
Managing Director and  
Chief Executive Officer,  
Peter Goode**

Transfield has a strong history in constructing, managing and maintaining major assets and infrastructure. We started on power lines in the 1960s and completed the Sydney Harbour Tunnel in 1992, publicly listing our services business in 2001.

Today, we deliver essential services and manage essential infrastructure around the world - from wind farms in Australia to roads and oil production facilities in North America and Canada.

With a keen focus on improving service delivery and infrastructure performance, and on safety and community development, sustainability lies at the heart of our business.

For us, sustainability is about improving the strength and performance of our Company, protecting and developing our people, contributing to the communities in which we work and minimising impacts on the environment.

It's about continually striving to be a better service provider, a better neighbour and a better employer.

Safety is our highest priority. This year, we again improved our safety performance, reducing our Lost Time Injury Frequency Rate by 28 per cent to 1.62 injuries per million hours worked and our Total Recordable Injury Frequency Rate by 17 per cent to 6.89 per million hours worked.

This result is even stronger when you look at the improvement made over a five-year period.

Between 2004 and 2009, we decreased our lost time injury frequency rate by 43 per cent, despite a 329 per cent increase in employee numbers.

Our joint venture in the Middle East has worked for more than 14 million hours over 12 years - without a single Lost Time Injury. And in Canada, our asset management team has worked for more than 12.5 million hours without a Lost Time Injury since it started its operations there in 2007.

To promote integrity, accountability and responsibility across

the organisation, we have implemented the Transfield Services Code of Business Conduct globally.

As a Registered Training Organisation we trained 7,662 people, including subcontractors, in 2009. This included 6,800 rail trainees and 862 Transmission and Distribution trainees.

We were the first service organisation in Australia to have a registered Reconciliation Action Plan. Our aim is to significantly increase Indigenous employment in our Australian business and increase engagement with Indigenous communities and culture.

**Peter Goode**  
Managing Director and Chief Executive Officer

# 2009 Sustainability Highlights



## Better Service Provider

“There is a culture that encourages me to think and grow. We are encouraged to think for ourselves, present our ideas for testing and, if they pass, go with it.”

Peter Wilkinson – Strategy and Development Manager, Rail, Australia

**\$ Net Profit Up**  
We reported a 32 per cent increase in Net Profit after Tax for the 2009 calendar year.

**More Wind Power**  
We're powering 9,000 more homes a year after improving the availability of 4 windfarms in Queensland, South Australia and Victoria.



## Cutting carbon

We've reduced the carbon footprint of Sydney's Lane Cove Tunnel by 17,800 tonnes of CO<sub>2</sub>-e\* per year by improving the ventilation systems.



## National award

Our FutureFlow alliance won the 2010 Australian Water Association's national infrastructure award for its innovative irrigation and water saving projects.

## Better Employer

“People listen, make time and care. Company Values such as ‘we care for each other’ are real, they're not an aspiration.”

Leasa Beasley – Marketing Manager, Resources and Energy, Australia

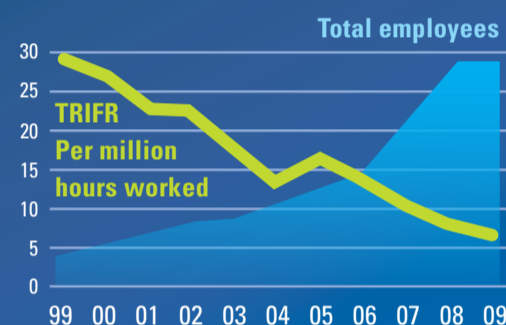
## We do what's right

We introduced Our Code of Business Conduct as a global guide to ethical and responsible conduct translating it into three languages.



## Thousands trained

As a Registered Training Organisation we trained 7,662 people in Australia alone.



## Safety improvement

In 2009, we reduced our Lost Time Injury Frequency Rate (LTIFR) by 28 per cent from 2.26 to 1.62 and our Total Recordable Injury Frequency Rate (TRIFR) by 17 per cent from 8.30 to 6.89.

Over the past five years, we have increased our employee numbers by 329 per cent and reduced our lost time injury rate by 43 per cent.

## Better Neighbour

“I have always felt as though I was a member of a family by working for Transfield Services. I know the company is serious about its commitment to diversity.”

Khairul Che Wan – Turnaround Assurance Manager, FT Services, Canada



## Feeding the Food Bank

Our North American Transportation Infrastructure business supported their local food bank to help families in Richmond, Virginia.



## The Transfield Foundation

Jointly with Transfield Holdings, we set up The Transfield Foundation to support innovation in education, community development, and the arts.

## Reconciliation

We are the first service organisation in Australia to have a registered Reconciliation Action Plan. Our aim is to significantly increase Indigenous employment in our Australian business and engagement with Indigenous communities and culture.

\* Carbon Dioxide equivalent (CO<sub>2</sub>-e) is a standard measure used to compare the global warming potential of various green house gases relative to Carbon Dioxide.