

# **Appendices**



## Appendix A — Consultancy Services 2008-09

Figure 60—Consultancy expenditure for 2008-09 for \$10,000 or more

Consultant	Description	Contract expenditure	Selection process (1)	Justification (2)
AECOM Australia Pty Ltd (Bassett Consulting Engineers)	Electronic security systems review	\$13,939	Restricted	B
Australian Government Solicitor	Legal services	\$24,436	Panel	B
	Legal services	\$84,767	Panel	B
Australian Public Service Commission	Career Transition Advice	\$13,200	Direct	B
Blake Dawson	Legal services	\$21,133	Panel	B
	Legal services	\$34,111	Panel	B
CRS Australia	Disability Access Audit of APH	\$18,370	Restricted	C
Davidson Trahaire Corpsych Pty Ltd	Employee Assistance Program - Services 2008	\$22,688	Open	B
Foodservice Consultants Australia Pty Ltd	Transition in and out support for Catering contractors	\$18,700	Direct	B
Grey Advantage Consulting Pty Ltd	Financial advice for Catering Contracts	\$16,786	Direct	C
	Financial advice for Catering Contracts	\$17,432	Direct	C
R D Gossip Pty Ltd	Parliament Drive one way road upgrade project - Design stage	\$62,317	Direct	B
HBO EMTB Interiors (ACT) Pty Ltd	Basement Accommodation and Storage Review	\$95,053	Restricted	B
	Additional Accommodation Review	\$15,336	Direct	B
LFA (ACT) Pty Ltd	Architectural services	\$21,615	Open	B
Marloc Engineering & Car Repairs	Engineering review of cargo trailers	\$19,008	Direct	B
Minter Ellison	Legal services	\$18,938	Panel	B
	Legal services	\$37,594	Panel	B
National Safety Council of Australia Limited	Roof access safety system investigation	\$17,078	Restricted	B
Northrop Consulting Engineers Pty Ltd	Archive upgrade for the House of Representatives	\$26,004	Restricted	A
Orima Research Pty Ltd	DPS Staff Survey	\$27,583	Direct	B

Consultant	Description	Contract expenditure	Selection process (1)	Justification (2)
Parsons Brinkerhoff Australia	Provision of energy audit services	\$91,549	Open	C
Peckvonhartel	Upgrade to Security Point One Entry	\$62,392	Open	A
Redbox Design Group	Review of the Parliament House landscape	\$16,258	Direct	B
SAI Global Vic	Provision of SafetyMap Certification for OHS	\$26,356	Restricted	B
SCG Consulting Pty Ltd	Upgrade to Peoplesoft	\$16,940	Direct	B
Sinclair Knight Merz (ACT)	Parliament House roof area security feasibility study	\$40,700	Restricted	B
	Mail screening feasibility study	\$46,200	Restricted	B
Trident Media Partners	Consultancy for Broadcasting services	\$17,269	Direct	B
	Financial processing Phase two	\$10,700	Panel	C
Walter Turnbull	Certificate of Compliance	\$12,653	Panel	C
	Risk Management	\$10,065	Panel	C
(Internal audits)	Recruitment Processes	\$10,230	Panel	C
	Central register of contracts	\$10,622	Panel	C
<b>TOTAL</b>		<b>\$998,022</b>		

## (1) Explanation of selection process terms

**Direct sourcing:** A single potential supplier is invited to bid because of their unique expertise and their special ability to supply the services sought.

**Restricted sourcing:** A number of potential suppliers are invited to bid because of their unique expertise and their special ability to supply the services sought.

**Open sourcing:** An opportunity for any potential supplier to bid to supply the services sought.

**Panel:** An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply services to the department as specified in the panel arrangements. This category includes standing offers and supplier panels where the consultant offers to supply services for a pre-determined length of time, usually at a pre-arranged price.

## (2) Justification for decision to use consultancy

- A Need for independent research or assessment
- B Need for specialised or professional skills
- C Skills currently unavailable within agency

## **Appendix B — Material Errors in 2007-08 annual report**

There were no material errors in the *Department of Parliamentary Services Annual Report and Financial Statements 2007-08*.



## Appendix C — Agency resource statement and summary resource tables by outcomes

### DEPARTMENT OF PARLIAMENTARY SERVICES

#### Agency Resource Statement - 2008-09

#### Appropriation (Parliamentary Departments) Act (No. 1) 2008-2009

	Actual Available Appropriations	Payments Made	Balance Remaining
	2008-09 \$'000	2008-09 \$'000	2008-09 \$'000
<b>Ordinary Annual Services</b>			
<b>Departmental appropriation</b>			
Balance carried forward from previous ye	65,753		
Departmental appropriation	116,913	124,426	
S.31 Revenue	8,604		
sS30 refunds	55		
<b>Total</b>	<b>191,325</b>	<b>124,426</b>	<b>66,899</b>
<b>Administered expenses</b>			
Administered appropriation	11,446	8,859	2,587
<b>Total ordinary annual services</b>	<b>191,325</b>	<b>124,426</b>	<b>66,899</b>

1. These figures are extracted from note 21 of the 2008-09 financial statements after adjusting for GST payments and receipts.

2. The appropriation amount includes \$61k that was received in 2008-09 and appropriated in 2009-10 as a prior year departmental appropriation.

## DEPARTMENT OF PARLIAMENTARY SERVICES

## Resources for Outcomes

Outcome 1: Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public	Budget	Actual Expenses	Variation
	2008-09 \$'000	2008-09 \$'000	2008-09 \$'000
	(a)	(b)	(a)-(b)
<b>Administered appropriations</b>	11,446	18,487	(7,041)
<b>Total administered appropriations</b>	<b>11,446</b>	<b>18,487</b>	<b>(7,041)</b>
<b>Departmental Output</b>			
<b>Output 1 - Library Services</b>			
<b>Output 1.1 - Research Services</b>	11,574	11,600	(26)
<b>Output 1.2 - Information Access Services</b>	9,858	10,480	(622)
<b>Subtotal for output 1</b>	<b>21,432</b>	<b>22,080</b>	<b>(648)</b>
<b>Output 2 - Building and Occupant Services</b>			
<b>Output 2.1 - Security Services</b>	31,244	32,447	(1,203)
<b>Output 2.2 - Facilities Services</b>	10,719	10,905	(186)
<b>Subtotal for Output 2</b>	<b>41,963</b>	<b>43,352</b>	<b>(1,389)</b>
<b>Output 3 - Infrastructure Services</b>			
<b>Output 3.1 - Building Infrastructure Services</b>	20,760	19,874	886
<b>Output 3.2 - IT Infrastructure Services</b>	21,346	20,052	1,294
<b>Subtotal for Output 3</b>	<b>42,106</b>	<b>39,926</b>	<b>2,180</b>
<b>Output 4 - Parliamentary Records Service</b>			
<b>Output 4.1 - Broadcasting Services</b>	6,719	6,267	452
<b>Output 4.2 - Hansard Services</b>	10,823	11,517	(694)
<b>Subtotal for Out put 4</b>	<b>17,542</b>	<b>17,784</b>	<b>(242)</b>
<b>Total for outcome 1</b>			
<b>Departmental</b>	123,043	123,142	(99)
<b>Administered</b>	11,446	18,487	(7,041)
<b>Average staffing level (number)</b>	<b>811</b>		

\* full-year budget, including any subsequent adjustment made to the 2008-09 budget

1. The budget amount is taken from the Budgeted Expenses and Resources from Outcome table, 2008-09 estimated actual column of the 09-10 PBS
2. The actual expenses are taken from the 2008-09 financial statements note 24B.



# Glossary

Set out below is a glossary of technical terms, or ordinary words used technically, and a list of acronyms and abbreviations used in this document.

**Accrual accounting**—The system of accounting where items are brought to account as they are earned or incurred (and not as cash received or paid) and included in the financial statements for the periods to which they relate.

**Administered items**—Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.

**AFP-Uniform Protection**—A part of the Australian Federal Police's (AFP) Protection portfolio, AFP-Uniform Protection (AFP-UP) ensures that individuals and interests identified to be at risk by the Commonwealth are kept safe and have their dignity preserved. AFP-UP provides protective security for Commonwealth Government facilities (including Parliament House) and personnel in a variety of locations throughout Australia and overseas.

**Agencies**—The basic unit of organisation covered by the budget, and focus for assessing management performance and implementing government policy. Agencies are departments of state (eg the Department of Finance and Administration), parliamentary departments (eg DPS) and other agencies prescribed under the *Financial Management and Accountability Act 1997* (eg the Australian Taxation Office). Authorities are bodies corporate (eg the Australian Broadcasting Corporation) which are, for legal purposes, entities in their own right in that they are separate from the Commonwealth Government and are governed by the *Commonwealth Authorities and Companies Act 1997*.

**Appropriation**—An authorisation by Parliament to spend monies from the Consolidated Revenue Fund.

**Assets**—Future economic benefits controlled by an entity as a result of past transactions or future events.

**Authorities**—see Agencies.

**Building Condition Index**—A measurement of the current condition of the maintenance of the building, expressed as a percentage of the original condition.

**Building fabric**—The basic elements making up a building; the carcass without finishings or decoration.

**Business model**—A business model describes a broad range of informal and formal models that are used to represent various aspects of business, such as operational processes, organisational structures and financial forecasts.

**Capital expenditure**—Expenditure by an agency on capital projects, for example purchasing a building.

**Cash accounting**—The system of accounting that records cash receipts, payments and balances and provides reports that show the sources of cash and how cash was used.

**Chamber departments**—The Department of the Senate and the Department of the House of Representatives, so called because each supports a “chamber” of the Commonwealth Parliament.

**Chief Executive**—The ultimate level of individual responsibility within an agency. In the case of DPS it is the Secretary.

**Chief Executive's Instructions**—Procedural instructions given by a Chief Executive to manage the affairs of the department in a way that promotes the efficient, effective and ethical use of Commonwealth resources.

**Closed circuit television**—Known as CCTV, the expression refers to the use of television cameras for surveillance purposes. Unlike broadcast television, all devices are linked directly, usually by cables. CCTV pictures are viewed and/or

recorded, but are not broadcast.

**Comcare**—Comcare is the workers' compensation insurer for the Commonwealth Government, providing safety, rehabilitation and compensation services to Commonwealth employees (and employees of the ACT Government) under the auspices of the Safety, Rehabilitation and Compensation Commission.

**Competitive tendering and contracting**—Represents the process of contracting out the delivery of Government activities that were previously performed by a Commonwealth agency to another organisation following a competitive tendering process.

**Comcover**—Comcover is the Commonwealth's self-managed fund for insurable risk.

**Consolidated Revenue Fund**—Section 81 of the Constitution stipulates that all revenue raised or money received by the Commonwealth forms the one consolidated revenue fund (**CRF**). The CRF is not a bank account. The Official Public Account reflects most of the operations of the CRF.

**Corporate governance**—The structures and processes employed by an organisation to facilitate accountability to stakeholders, as well as successful performance. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.

**Departmental items**—Assets, liabilities, revenues and expenses which are controlled by the agency in providing its outputs. Departmental items would generally include computers, plant and equipment assets used by agencies in providing goods and services and most employee expenses, supplier costs and other administrative expenses incurred.

**Design Integrity Index**—A measurement of the current condition of the building, assessed against the Design Integrity Indicators and expressed as a percentage of the original condition.

**DPS Services Catalogue**—A catalogue providing information about the services available from the Department of Parliamentary Services.

**Emergency Control Committee**—An inter-departmental committee to coordinate fire and emergency arrangements, procedures and policy among Parliament House building occupants.

**Engineering Systems Condition Index**—A measurement of the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles.

**Equity**—The residual interest in the assets of a reporting entity after deduction of its liabilities.

**Expenses**—Consumption or losses of future economic benefits in the form of reductions in assets or increases in liabilities of the entity.

**Fabric**—see Building fabric.

**Financial Management and Accountability Act 1997 (FMA Act)**—The principal legislation governing the proper use and management of public property and other Commonwealth resources by Commonwealth agencies. FMA Regulations and FMA Orders are made pursuant to the FMA Act.

**Financial results**—The results shown in the financial statements of an entity.

**Gift Collection**—See Parliament House Art Collection.

**Hansard**—Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.

**Historic Memorials Collection**—See Parliament House Art Collection.

**The Landscape Condition Index**—A measurement of the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition.

**Liabilities**—Future sacrifices of economic benefits that the entity is presently obliged to make to other entities as a result of past transactions or other past events.

**Materiality**—This concept is assessed taking into account the planned outcome and the relative significance of the resources consumed in contributing to the achievement of that outcome.

**Operating result**—The difference between revenues and expenses; either a surplus or a deficit.

**Outcomes**—Results, impacts or consequences of actions by the Commonwealth on the Australian community. Outcomes are the results or impacts that the Government wishes to achieve. Actual outcomes are the results or impacts actually achieved.

**Output groups**—The aggregation of outputs based on a consistent type of product or beneficiary target group. Aggregation may also be needed for the provision of adequate information for performance monitoring, or based on a materiality test.

**Outputs**—The goods and services produced by agencies on behalf of Government for external organisations or individuals. Outputs include goods and services produced for other areas of Government external to the agency.

**Parliament House Art Collection**—Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).

**Parliamentary Precincts**—The Parliamentary Precincts are defined in the *Parliamentary Precincts Act 1988*; in general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.

**Performance information**—Provides evidence about performance that is collected and used systematically, and that may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed

to an intervention. Performance information may be quantitative (numerical) or qualitative (descriptive); however, it should be verifiable. Performance measures are more precise than indicators, and are used when there is a causal link between an intervention and a measurable change in performance.

**Portfolio Budget Statements**—Statements prepared by agencies to explain the Budget appropriations in terms of outcomes and outputs.

**Purchaser/provider arrangements**—Includes arrangements under which the outputs of one agency are purchased by another agency to contribute to the other agency's outcomes.

**Presiding Officers**—Two Members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is called the President, and in the House of Representatives, the Speaker.

**Price**—The amount the Government or the community pays for the delivery of agreed outputs.

**Quality**—Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users' expectations and experiences.

**Quantity**—The size of an output.

**Receipts**—The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and Government business enterprise dividends received.

**Security Management Board**—This body is established by the *Parliamentary Service Act 1999*, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members, who may, with the Presiding Officers' permission, invite others to

attend their meetings.

**Service charter**—A public statement about the service that a department will provide and what clients can expect from the department. It is Government policy for departments that provide services direct to the public have service charters in place.

**Staff Dining Room**—The Staff Dining Room is also referred to as the Staff Cafeteria or the Staff Café.

**Table Office**—The office within the Department of the Senate or the Department of the House of Representatives which provides documentary and advisory support to facilitate the effective operation of the parliamentary chambers.

**Third party outputs**—Goods or services delivered to the community by entities outside the Commonwealth general Government sector. They are outputs wholly or partly funded by administered items and are directed to achieving planned outcomes.

# Acronyms and abbreviations

AFP	Australian Federal Police
AFP-UP	Australian Federal Police–Uniform Protection
ANAO	Australian National Audit Office
AWA	Australian Workplace Agreement
BCA	Building Code of Australia
BCI	Building Condition Index
BDMP	Broadcast and Digital Media Projects
BFG	Broadcast Facsimile Gateway
BSB	Building Services Branch
CA	Certified Agreement
CCTV	Closed Circuit Television
CDS	Commonwealth Disability Strategy
CEI	Chief Executive’s Instruction
CEO	Chief Executive Officer
CEP	Central Enquiry Point (Library)
CEP	Chief Executive Procedure
CFO	Chief Finance Officer
CIR	Continuous improvement review
CMB	Content Management Branch
CPG	Commonwealth Procurement Guidelines
DI	Design integrity
DII	Design Integrity Index
DPS	Department of Parliamentary Services
EAP	Employee assistance provider
EMMS	Electronic Media Monitoring Service
EMS	Environmental management system
ESCI	Engineering Systems Condition Index
ESD	Ecologically sustainable development
Finance	Department of Finance and Administration
FOI	Freedom of Information
GJ	Gigajoule (a joule is a measure of energy; giga is 10 <sup>9</sup> )
HCO	Harassment Contact Officer
IAB	Information Access Branch
ICT	Information and communications technology
IDP	Individual development plan
ISB	Infrastructure Services Branch
ITSA	Information Technology Security Adviser
JHC	Joint House Committee

kL	Kilolitre (1,000 litres)
LCI	Landscape Condition Index
OHS	Occupational health and safety
OneOffice	Parliamentary computing platform
ParlInfo	Parliamentary information system
PBS	Portfolio Budget Statement
PCN	Parliamentary Computing Network
PHAC	Parliament House Art Collection
PMAS	People Management and Strategy Section
POITAG	Presiding Officers' Information Technology Advisory Group
PSDB	Product and Service Development Branch
PSLO	Parliamentary Service Liaison Officer
PSS	Parliamentary Security Service
RAP	Request approval process
RB	Research Branch
SBSB	Strategy and Business Services Branch
SES	Senior Executive Service
TIPS	Threat Image Protection System
VBIEDs	Vehicle-borne improvised explosive devices

# Compliance Index

The Department of Parliamentary Services is required to present its annual report to each House of the Parliament under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

Under subsection 65(2) of the *Parliamentary Service Act 1999*, the department's annual report must be prepared in accordance with guidelines approved on behalf of the Parliament by the Joint Committee of Public Accounts and Audit (**JCPAA**). The Requirements for annual reports for departments, executive agencies and FMA Act bodies (the **Requirements**) were revised and reissued in June 2009.

The Requirements stipulate a core set of mandatory information which must be included in annual reports to ensure that accountability requirements are met and to provide consistency for readers. There are other items which are suggested for inclusion on the basis of making the annual report as informative as possible.

The following table shows where the mandatory information specified by the Requirements may be found in this report.

Part of report	Requirement item	Location
	Letters of transmittal	Pages iii and v
Aids to access	Table of contents	Page viii
	Index	Page 201
	Glossary	Page 187
	Acronyms and abbreviations	Page 191
	Contact officer	Page ii
	Internet home page address and Internet address of report	Page ii
Part 1—Secretary's review	Review by departmental Secretary	Page 11 to 13
	Summary of significant issues and developments	Page 11 to 13
	Overview of department's performance and financial results	Page 11 to 13
	Outlook for 2009 -10	Page 11 to 13
Part 2—Departmental overview	Overview description of department	Page 17
	Role and functions	Page 17 - 27
	Organisational structure	Page 18
	Outcome and output structure	Figure 14 page 57

Part of report	Requirement item	Location
	Where outcome and outputs structures differ from PBS format, details of variation and reasons for change	Not applicable
Part 4—Report on performance	Review of performance in relation to outputs and contribution to outcome	Page 55
	Actual results against performance targets set out in PBS	Part 4 and Part 5 (Part 3 Parliamentary Library)
	Performance of purchaser / provider arrangements	Not applicable
	Where performance targets differ from the PBS, details of both former and new targets, and reasons for the change	Not applicable
	Narrative discussion and analysis of performance	Part 4 and Part 5 (Part 3 Parliamentary Library)
	Discussion and analysis of financial performance	Financial statements page 125
	Summary resource tables by outputs	Note 24 to financial statements page 173 and appendix C
Part 6—Management and accountability		Page 107 to 121
Corporate governance	Statement of the main corporate governance practices in place	Page 107 to 112
	Senior management committees and their roles	Page 107 to 110
	Corporate and operational planning and associated performance reporting and review	Page 112
	Identification of areas of significant financial or operational risk and arrangements in place to manage risks	Page 110
	Certification of department's compliance with the Commonwealth Fraud Control Guidelines	Page 116
	Maintenance of appropriate ethical standards	Page 110



<b>Part of report</b>	<b>Requirement item</b>	<b>Location</b>
External scrutiny	Significant developments in external scrutiny	Page 120
	Judicial decisions and decisions of administrative tribunals	Page 120
	Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Page 120
Management of human resources	Assessment of effectiveness in managing and developing human resources	Page 113
	Workforce planning, staff turnover and retention	Page 113
	Impact and features of collective agreements, determinations, common law contracts and AWAs	Page 113
	Training and development undertaken and its impact	Page 115
	Occupational health and safety performance	Page 117
	Statistics on staffing	Page 114
	Collective agreements, determinations, common law contracts and AWAs	Page 113
	Performance pay	Page 113
	Assessment of effectiveness of assets management	Page 120
	Assessment of purchasing against core policies and principles	Page 118
	Summary statement detailing consultancy services contracts	Page 119
	Absence of provisions in contracts allowing access by the Auditor-General	Page 119
	Contracts exempt from AusTender	Page 119
	Report on performance in implementing the Commonwealth Disability Strategy	Page 118
	Financial Statements	Page 125

Part of report	Requirement item	Location
	Occupational health and safety (section 74 of the <i>Occupational Health and Safety Act 1991</i> )	Page 117
	Freedom of Information (subsection 8(1) of the <i>Freedom of Information Act 1982</i> )	Page 120
	Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i> )	Page 121
	Ecologically sustainable development and environmental performance (Section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i> )	Part 5
	Grant Programs	Page 121
	Correction of material errors in previous annual report	Page 183

# Global Reporting Initiative Index

Environmental information contained in Part 5 of the DPS Annual Report is structured using the core Global Reporting Initiative (**GRI**) environment performance indicators as a framework—see [www.globalreporting.org](http://www.globalreporting.org) for more information. The GRI is an independent institution that provides a reporting framework allowing suitable benchmarking currently used by several Commonwealth agencies—including the Department of the Environment, Water, Heritage and the Arts (**DEWHA**).

DPS has reported against GRI indicators relating to its specific functions since 2003-04, in separate stand-alone environmental performance reports. Previous reports are available on the Parliament House web site at the following address: [http://www.aph.gov.au/dps/building/EMS/EM\\_Performance.htm](http://www.aph.gov.au/dps/building/EMS/EM_Performance.htm).

Figure 61—GRI Indicators

GRI environmental indicators	Location
<b>Material indicators</b>	
EN 1 Total materials use other than water, by type	Pages 92, 97 and 101 indicate some purchased materials with environmental impacts. Data not available on total use
EN 2 Percentage of materials used that are wastes (processed or unprocessed) from sources external to the reporting organisation.	See page 101
<b>Energy indicators</b>	
EN 3 Direct energy use segmented by primary source	See Figure 46
EN 4 Indirect energy use	Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown in Figure 50
<b>Water indicator</b>	
EN 5 Total water use	See page 95 - 97
<b>Biodiversity indicators</b>	
EN 6 Location and size of land owned, leased, or managed in biodiversity-rich habitats	Not applicable in 2008-09
EN 7 Description of the major impacts on biodiversity associated with activities and/or products and services in terrestrial, freshwater, and marine environments	Not applicable in 2008-09
<b>Emissions, effluents and wastes indicators</b>	
EN 8 Greenhouse gas emissions	See Figure 50 page 103
EN 9 Use and emissions of ozone depleting substances	See page 102 and Figure 52
EN 10 NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by type	See Figure 53
EN 11 Total amount of waste by type and destination	See page 101 - 101

GRI environmental indicators	Location
EN 12 Significant discharges to water by type	See page 102
EN 13 Significant spills of chemicals, oils, and fuels in terms of total number and total volume	See page 102
<b>Products and services indicators</b>	
EN 14 Significant environmental impacts of principal products and services	Not applicable in 2008-09
EN 15 Percentage of the weight of products sold that is reclaimable at the end of the products' useful life and percentage that is actually reclaimed	Not applicable in 2008-09
<b>Compliance indicator</b>	
EN 16 Incidents of and fines for non-compliance with all applicable international declarations/conventions/treaties, and national, sub-national, regional, and local regulations associated with environmental issues.	See page 102

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