

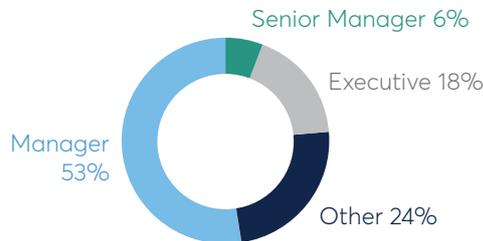
WaterAid CSR Report

WaterAid participated in the 2017 Annual Review of the State of CSR in Australia and New Zealand by completing a survey of employee perceptions of the organisation's CSR management capabilities. This report contains WaterAid's results. It can be used to pinpoint opportunities for improvement and to benchmark progress over time.

CSR management capabilities represent the four most important capabilities needed by organisations to recognise, understand and implement good CSR practice.

Respondents

17 respondents
54% response rate



The 2017 overall results are based on 1215 individuals across 240 companies operating in Australia and New Zealand.

CSR Management Capabilities

WaterAid: 86%

Healthcare and Community industry average: 73%

Sustainable Development Goals

Top 3 SDGs WaterAid is planning to address:

- 1. Gender Equality
- 2. Clean Water and Sanitation
- 3. Good Health and Well-Being

Top 3 SDGs WaterAid is finding most difficult to address:

- 1. Clean Water and Sanitation
- 2. No Poverty
- 3. Reduced Inequalities

Definitions

Management Capabilities are the 'how' aspects of CSR; the intangible integrators of organisation process and performance. There are four management capabilities:

Stakeholder engagement:

People in our organisation understand the linkages and interdependencies between us and our stakeholders that contribute to long-term prosperity. Our staff or members routinely consider stakeholder needs in business decisions.

Integrating stakeholder values:

Managers are able to effectively detect and transmit value-pertinent information about stakeholders to all parts of the organisation to assist in business decision-making.

Social accountability:

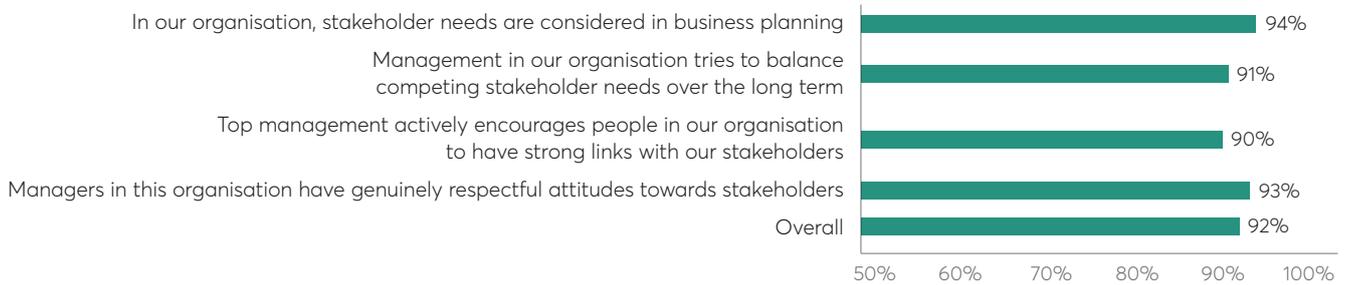
Our people believe that our organisation is accountable to stakeholders for the firm's social impacts and we effectively report our social performance, even when the news is not all good.

Stakeholder dialogue:

We respect our partners in dialogue by displaying empathy, honesty and non-manipulative intent, and encourage equal control over and initiative in the communication process.

A closer look into WaterAid's CSR management capabilities

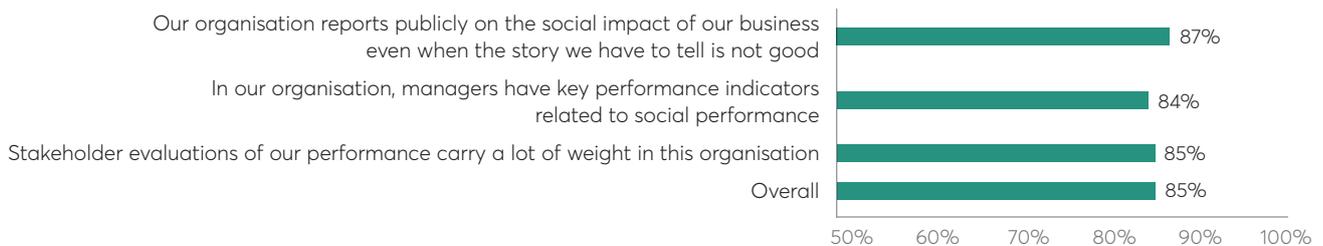
Stakeholder engagement



Integrating stakeholder values



Social accountability



Stakeholder dialogue



Scores may not add up to 100, as they are rounded to the nearest whole number.