

Progress on Commitments in FY14

FY14 COMMITMENTS	LOCATION	STATUS	COMMENTS
Promote the Group's flexible work practices and increase employee participation	Global	Ongoing	Flexible work arrangements were launched during the year
Implement an electronic document management system on the company intranet	Global	Completed	ConnectTU was successfully implemented in December 2013 and all teams were engaged on how to use the system
Continue to roll-out the Transurban Manager's Essentials training program, with a new coaching and feedback module	Global	Ongoing	The training program continues with ongoing development of modules
Conduct a Group-wide employee opinion survey in FY14	Global	Completed	An employee pulse survey was conducted in May 2014
Register the Turner Street water tanks under the Bolte Bridge as an alternative water source on the VicRoads registry	Australia	Completed	Registered as an alternative water source to support the Regional Rail Link works
Complete LEED certification process for the Express Lanes Operations Centre	US	Ongoing	Final application for LEED Certification will be submitted early FY15
Endorse an Environment Policy for Transurban and further align our Environment Management System (EMS) to ISO 14001	Global	In progress	An Environment Policy was developed and endorsed in October 2013, and our EMS is under development
Develop specific energy reduction targets for assets under Transurban management control as part of our '10 in 10' target	Global	In progress	We are in discussions with asset managers to develop and set specific targets
Install over-height vehicle sensors in both Burnley and Domain tunnels	Australia	Completed	Over height vehicle detection systems in both tunnels were implemented in August 2014
Install an Operations Management and Control System on the Eastern Distributor to improve safety and incident detection times	Australia	Ongoing	To date the majority of the works have involved the fibre backbone, updating the fire control system and updating the Radio Rebroadcast system. The new OMCS software is expected to be deployed in February 2016.
Install an automated video incident detection system in the Lane Cove Tunnel	Australia	In progress	This is currently being installed in the tunnel and should be operational during the last quarter of 2014
Introduce new technology in customer service area to reduce repetitive movement activities	Australia	Completed	A new portal for managing Late Toll Invoices was introduced in December 2013 and reduced the number of mouse clicks and movements required to process these types of payments and enquiries
Finalise and roll out company-wide Community Investment Strategy	Global	In progress	The Community Investment Strategy was launched in November 2013
Extend 'Orange Cones, No Phones' and community grants program from the 495 Express Lanes to our 95 Express Lanes project	US	Completed	Successfully replicated 'Orange Cones, No Phones' and grants for I-95