



Benchmarking: Learning & Growth Perspective Indicators

A Simpson



Learning & Growth Indicators

Human
Capital

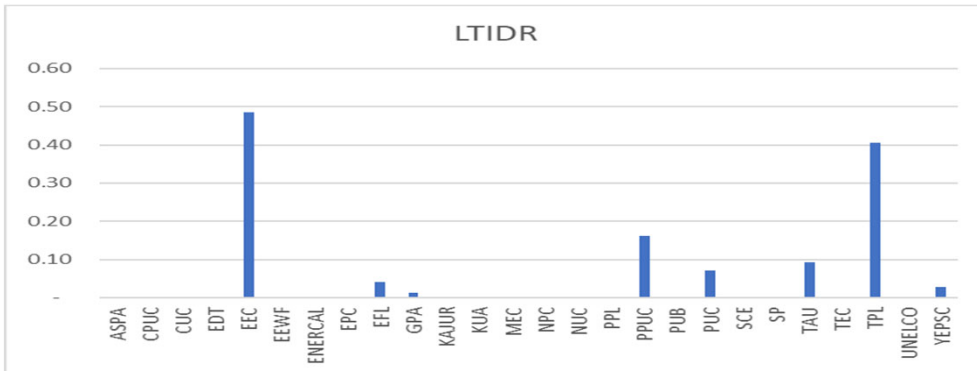
Informational
Capital

Organisational
Capital



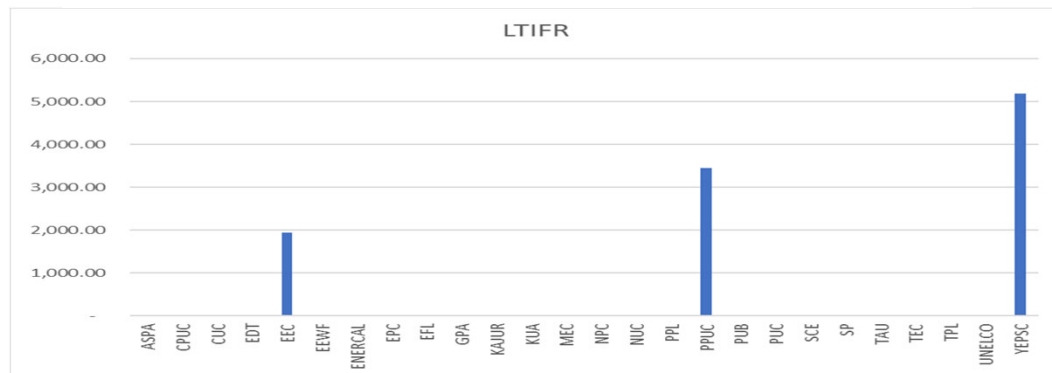
Safety

$$\text{Lost Time Injury Duration Rate (days)} = \frac{\text{Total Days Lost Due to Work Injury During Period (days)}}{\text{Total Number of Employees (employees)}}$$



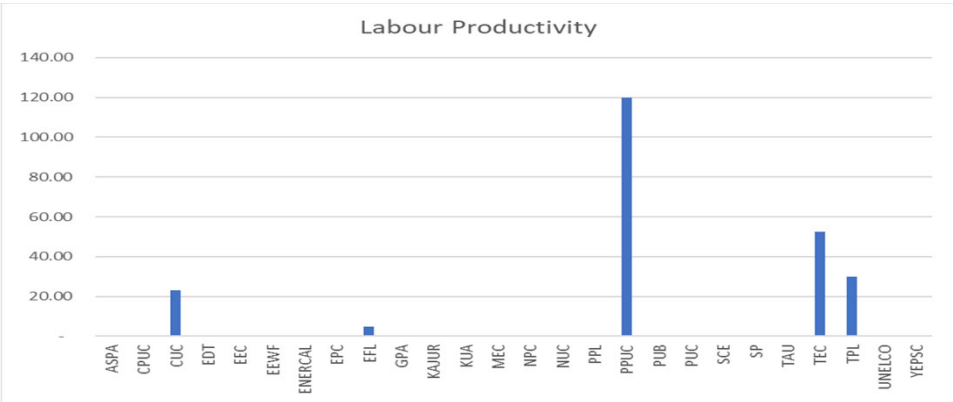
Safety

$$\text{Lost Time Injury Frequency Rate} = \frac{\text{Number of Lost Time Injuries During Period (LTIs)} * 1,000,000 \text{ h}}{\text{Total Hours Worked (h)}}$$

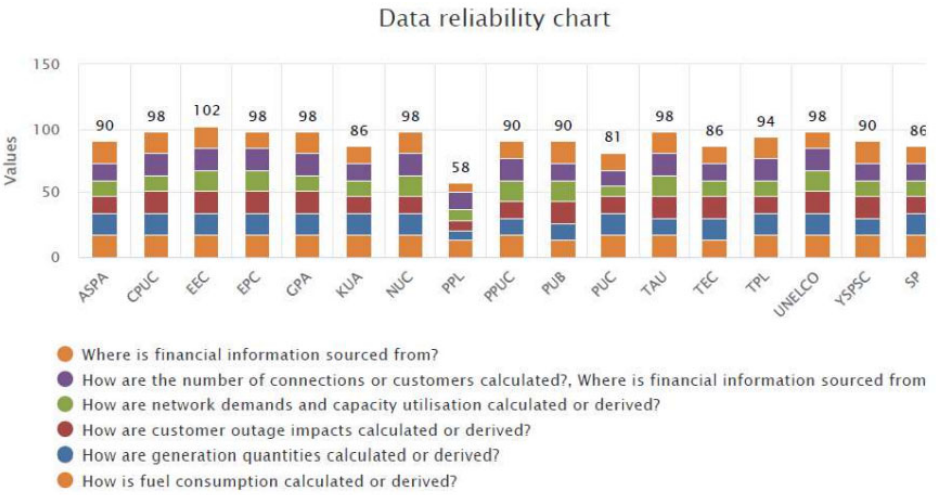


Labour Productivity

$$\text{Labour Productivity (\%)} = \frac{\text{Average Number of Customers (customers)} * 100}{\text{FTE Utility}}$$



Data Reliability (2020)



- Where is financial information sourced from?
- How are the number of connections or customers calculated?, Where is financial information sourced from?
- How are network demands and capacity utilisation calculated or derived?
- How are customer outage impacts calculated or derived?
- How are generation quantities calculated or derived?
- How is fuel consumption calculated or derived?

Governance (2020)

