

**Disposal Schedule
for
functional records of
Distribution Business of Aurora
Energy**

Disposal Authorisation No. 2438

TABLE OF CONTENTS

INTRODUCTION	page 3
Archives legislation.....	page 3
Schedule elements and arrangement	page 3
Review of the Schedule	page 3
Contacts.....	page 3
AUTHORISATION	page 4
INTERPRETATION	page 5
Definitions	page 5
Coverage.....	page 5
Preservation of records	page 5
Permanent records.....	page 5
Temporary records.....	page 5
Destruction of records	page 6
Right to Information.....	page 6
Personal Information Protection.....	page 6
Other investigations and inquiries	page 6
Records relating to indigenous people.....	page 6
Native title.....	page 6
Registration of destruction.....	page 6
FUNCTIONS	
01.00.00 BOARD & GOVERNANCE	page 7
02.00.00 BUSINESS DEVELOPMENT	page 10
03.00.00 CONTRACTING SERVICES	page 14
04.00.00 CUSTOMER MANAGEMENT	page 17
05.00.00 DISTRIBUTION NETWORK	page 23
06.00.00 REGULATORY AFFAIRS	page 31
07.00.00 SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT	page 35

INTRODUCTION

Archives legislation

The *Archives Act 1983* stipulates that State and local government organisations, must not dispose of **records of any type or format** without the written approval of the State Archivist. Disposal of records involves their destruction, their removal from the custody of their creating Agency, or their transfer to the Tasmanian Archive & Heritage Office.

Schedule elements and arrangement

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

- **Reference**

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archive & Heritage Office disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

- **Disposal classes**

The groups of records that document, and are derived from, the performance of the functions and activities are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

- **Status**

All disposal classes have either 'PERMANENT' or 'TEMPORARY' status. Records identified as 'PERMANENT' are those that will be transferred to the Archives Office to be retained as State archives. 'TEMPORARY' records are those that can be destroyed under the authority of this schedule.

- **Disposal action**

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained before it can be destroyed under this authorisation.

Review of the schedule

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule. When this occurs, this schedule should not be used to dispose of those records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim. Reviews may also be initiated by the Tasmanian Archive & Heritage Office.

Contacts

Any enquiries relating to this schedule should be directed in writing to the Tasmanian Archive & Heritage Office, 91 Murray Street, Hobart, email gisu@education.tas.gov.au , or by phoning 03 6165 5581

TASMANIAN ARCHIVE & HERITAGE OFFICE

DISPOSAL AUTHORISATION No. 2438

Title: Disposal Schedule for functional records of Distribution Business of Aurora Energy

Authorisation:

Under Section 20 (2) (b) of the Archives Act 1983, I hereby authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule in accordance with the procedures specified herein.

Ross Latham
State Archivist

Document Development History
Build Status

Version	Date	Author	Reason	Sections
1	27-03-2014	David Bloomfield	Initial Release	All

Amendments in this Release

Section Title	Section Number	Amendment Summary
		<i>eg. This is the first release of this document.</i>

INTERPRETATION

Definitions

Permanent records are those that will be transferred to the Tasmanian Archive & Heritage Office to be retained as State Archives. The Archives Act 1983 establishes 25 years as the maximum required timeframe for the transfer of permanent records to the Tasmanian Archive & Heritage Office unless an extension of time has been approved by the State Archivist.

Temporary records are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

Coverage

This schedule covers functional records of (name of agency or sector).

This schedule **does not cover pre-1960 records**. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records - DA No. 2158* covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archive & Heritage Office procedures for unscheduled records.

Preservation of records

Section 10 (1) (a) of the *Archives Act 1983* requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

Permanent records

All disposal classes of records identified as having 'PERMANENT' status in this schedule should be transferred to the Archives Office 25 years after the date of creation. Agencies may make application to the Tasmanian Archive & Heritage Office for earlier transfer of particular groups of records and the Tasmanian Archive & Heritage Office may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archive & Heritage Office.

Temporary records

All records identified as having 'TEMPORARY' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following the expiration of the specified period, but the provisions of the *Archives Act 1983* regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to '**after action completed**' which means after completion of the transaction to which the records relate. The disposal action '**destroy when reference ceases**' authorises the destruction of records when all business needs to refer to the records have ceased.

Destruction of records

The destruction method chosen for records authorised for destruction in this schedule should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure. The following issues should be considered before destruction of any documents.

Right to Information

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

Personal Information Protection

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

Other investigations or inquiries

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

Records relating to indigenous people

Key recommendations of the Bringing Them Home Report 1997 relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to indigenous families and communities or which document links between indigenous people and localities are not to be destroyed and should be the subject of consultation with the Tasmanian Archive & Heritage Office.

Native title

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

Registration of destruction

Central to the accountability process built into the disposal schedules is the requirement that agencies maintain a *Register of Records Destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available on the Tasmanian Archive & Heritage Office website.

01.00.00	BOARD & GOVERNANCE The function of supporting all matters relating to the activities of the Board of Directors including, for example, disclosure of interest, board meetings and papers, shareholder relations, appointments, travel arrangements, etc.	
01.01.00	ADVICE (BOARD & GOVERNANCE) The activity of providing or receiving formal opinions about particular matters relating to the Board & Governance function.	
01.01.01	Records documenting the provision and receipt of internal and external advice on issues which: <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures. • create precedent • result from or in legal action 	PERMANENT
01.01.02	Records documenting the provision and receipt of internal and external advice on issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
01.02.00	AUDIT (BOARD & GOVERNANCE) The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to the Board & Governance function.	
01.02.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	PERMANENT
01.02.02	Final versions of internal and external audit which do <u>not</u> : <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	TEMPORARY Destroy 5 years after action completed
01.03.00	BOARD MEETINGS (BOARD & GOVERNANCE) The activities associated with meetings held to formulate, discuss, update, or resolve issues and matters pertaining to the Board. Includes the establishment of the Board, agenda papers, and final versions of minutes, plans and reports presented to the Board. <i>See 01.04.00 COMMITTEES for establishing and managing internal or external committees.</i>	
01.03.01	Records of governing Boards. These may include: <ul style="list-style-type: none"> • documents establishing the Board • final versions of minutes • agenda papers • reports presented to the Board • submissions presented to the Board 	PERMANENT

01.03.02	Records documenting the conduct and administration of Board meetings.	Temporary Destroy when reference ceases
01.04.00	<p>COMMITTEES (BOARD & GOVERNANCE) The activity of establishing and managing internal or external committees relating to Board & Governance. Includes agendas and minutes of committee meetings.</p> <p><i>See 01.06.00 MEMBERSHIP for records documenting the appointment and resignation of Board members.</i></p> <p><i>See 01.09.00 REMUNERATION for records documenting the remuneration of Board members.</i></p> <p><i>See 01.03.00 BOARD MEETINGS for meetings held to formulate, discuss, update, or resolve issues and matters pertaining to the Board</i></p>	
01.04.01	<p>Records of internal committees formed to consider major matters which create changes to policies, procedures or systems, and/or where Board members are participants. Includes:</p> <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT
01.04.02	<p>Records of internal committees that do <u>not</u> consider major matters which create changes to policies, procedures and systems, and external committees where Aurora Energy has the administrative role. These may include:</p> <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	TEMPORARY Destroy 7 years after action completed
01.04.03	Records of external committees where Aurora Energy does <u>not</u> have the administrative role.	TEMPORARY Destroy 2 years after action completed
01.04.04	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
01.05.00	<p>DECLARATIONS (BOARD & GOVERNANCE) The activity of managing declaring or announcing any external or conflicting business interests of directors or members of the Board.</p>	
01.05.01	Records documenting declarations and pecuniary interests of board members. Includes Disclosure of Interest registers.	PERMANENT

01.06.00	MEMBERSHIP (BOARD & GOVERNANCE) The activities associated with the appointment or resignation of Board members. <i>See 01.04.00 COMMITTEES for the Board Appointments and Remuneration Committee.</i>	
01.06.01	Records documenting the appointment and resignation of Board members.	PERMANENT
01.07.00	PERFORMANCE MANAGEMENT (BOARD & GOVERNANCE) The activity of developing and enhancing the Board so that organisational goals and objectives are met.	
01.07.01	Records documenting the performance management of the Board. Includes performance reviews.	PERMANENT
01.08.00	POLICIES & PROCEDURES (BOARD & GOVERNANCE) The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of Aurora Energy's operating procedures relating to the Board & Governance function.	
01.08.01	Final versions of policies.	PERMANENT
01.08.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
01.09.00	REMUNERATION (BOARD & GOVERNANCE) The activity of managing remuneration allowances, benefits, entitlements, etc. for work performed by Board members. <i>See 01.04.00 COMMITTEES for the Board Appointments and Remuneration Committee.</i>	
01.09.01	Records documenting the remuneration of Board members.	TEMPORARY Destroy 7 years after resignation of Board member
01.10.00	REPORTING (BOARD & GOVERNANCE) The activity of providing a formal response on any matter on which definite information is required relating to the Board & Governance function.	
01.10.01	Records documenting reporting activities. Includes contributions to annual reports and statistical information. <i>See DA 2157 PUBLICATION for the annual report.</i>	TEMPORARY Destroy 3 years after action completed
01.11.00	SHAREHOLDER RELATIONS (BOARD & GOVERNANCE) The activity of keeping good relations between Aurora Energy and its shareholders.	
01.11.01	Records documenting formal directions relating to shareholders.	PERMANENT
01.11.02	Records documenting relations with shareholders including shareholder updates. <i>See 01.11.01 SHAREHOLDER RELATIONS for formal directions.</i>	TEMPORARY Destroy 10 years after actions completed

01.12.00	TRAVEL (BOARD & GOVERNANCE) The activity of arranging and gaining approvals for Board member travel.	
01.12.01	Records documenting the travel arrangements of Board members. Includes travel itineraries.	TEMPORARY Destroy 7 years after the termination of the Board appointment
02.00.00	BUSINESS DEVELOPMENT The function of identifying and developing new business and diversification opportunities. Includes opportunities outside the traditional areas of electricity distribution. Includes; <ul style="list-style-type: none"> Tasmanian Gas Project 	
02.01.00	ADVICE (BUSINESS DEVELOPMENT) The activity of providing or receiving formal opinions about particular matters relating to the Business Development function.	
02.01.01	Records documenting the provision and receipt of internal and external advice on issues which: <ul style="list-style-type: none"> underpin changes to policies, systems, and procedures. create precedent result from or in legal action 	PERMANENT
02.01.02	Records documenting the provision and receipt of internal and external advice on issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
02.02.00	AGREEMENTS (BUSINESS DEVELOPMENT) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Business Development function.	
02.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract.
02.02.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 13 years after expiry of agreement or contract.
02.03.00	AUDIT (BUSINESS DEVELOPMENT) The activity of formally checking records and processes by internal or external investigators relating to the Business Development function.	
02.03.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> create precedent raise policy or legal issues lead to procedural change raise issues requiring broader follow up 	PERMANENT

02.03.02	Final versions of internal and external audit reports that do <u>not</u> create precedent raise policy or legal issues, lead to procedural change, or raise issues requiring broader follow up.	TEMPORARY Destroy 7 years after action completed
02.04.00	BUSINESS OPPORTUNITIES (BUSINESS DEVELOPMENT) The activity of identifying and examining potential new business opportunities, opportunities for work or services undertaken and managed on a contract basis relating to the Business Development function. Includes business diversification.	
02.04.01	Records documenting the identification and examination of business opportunities which lead to the completion of a business deal. <i>See 02.02.00 AGREEMENTS for the establishment, maintenance, review and negotiation of agreements or contracts relating to the Business Development function.</i>	TEMPORARY Destroy 15 years after either business ceases, is sold, or expiry of any agreement or joint venture contract, whichever is later.
02.04.02	Records documenting the identification and examination of business opportunities which do <u>not</u> lead to a successful business deal. Includes business profiles.	TEMPORARY Destroy 5 years after action completed
02.05.00	COMMITTEES (BUSINESS DEVELOPMENT) The activity of establishing and managing internal or external committees relating to Business Development. Includes agendas and minutes of committee meetings. <i>See 02.11.00 MEETINGS for ad-hoc meetings held to formulate, discuss, update, or resolve issues.</i>	
02.05.01	Records of internal committees formed to consider major matters which create changes to policies, procedures and systems, and/or where Board members are participants. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT
02.05.02	Records of internal committees that do <u>not</u> consider major matters which create changes to policies, procedures and systems, and external committees where Aurora Energy has the administrative role. These may include: <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	TEMPORARY Destroy 7 years after action completed
02.05.03	Records of external committees where Aurora Energy does <u>not</u> have the administrative role.	TEMPORARY Destroy 2 years after action completed

02.05.04	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
02.06.00	COMMUNICATIONS (BUSINESS DEVELOPMENT) The activity of sharing information throughout Aurora Energy relating to the Business Development function through, for example, newsletters, internet, intranet, etc.	
02.06.01	Contributions made to communications within Aurora Energy. Includes: <ul style="list-style-type: none"> • intranet updates • education sessions 	TEMPORARY Destroy 1 year after action completed
02.07.00	DUE DILIGENCE (BUSINESS DEVELOPMENT) The activity of examining a business/company, including the accuracy and completeness of its records.	
02.07.01	Records documenting the process of investigation into a company prior to acquiring a service or asset.	TEMPORARY Destroy 7 years after action completed
02.08.00	EVALUATION (BUSINESS DEVELOPMENT) The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Business Development function.	
02.08.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
02.09.00	INVESTIGATIONS (BUSINESS DEVELOPMENT) The activity of examining events, physical objects, land, equipment, records, etc., relating to the Business Development function.	
02.09.01	Records documenting investigations. Includes: <ul style="list-style-type: none"> • Illegal connections • statutory declarations • WireAlert Investigation • Ezkey Performance Indicators <p><i>See DA 2157 LEGAL SERVICES for legal advice and legal opinions.</i></p>	TEMPORARY Destroy 7 years after action completed
02.10.00	LIAISON (BUSINESS DEVELOPMENT) The activities associated with maintaining regular general contact between Aurora Energy and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.	
02.10.01	Records documenting liaison activities including exchange of information, collaboration on projects, and all the activities involving Aurora Energy as a member of an organisation.	TEMPORARY Destroy 2 years after action completed
02.11.00	MEETINGS (BUSINESS DEVELOPMENT) The activities associated with ad-hoc gatherings held to formulate, discuss, update, or resolve issues pertaining to the section, business unit or Aurora Energy as a whole relating to Business Development. Includes arrangements, agenda and minutes. <i>See 02.05.00 COMMITTEES for meetings of committees.</i>	

02.11.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
02.12.00	MODELLING (BUSINESS DEVELOPMENT)	
	The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Business Development function.	
02.12.01	Records documenting modelling relating to business development opportunities Includes: <ul style="list-style-type: none"> • complaints management evaluation • cost to serve modelling • carbon price modelling 	TEMPORARY Destroy 10 years after either business is disposed of or expiry of any agreement or joint venture contract, whichever is later
02.13.00	PLANNING (BUSINESS DEVELOPMENT)	
	The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of Aurora Energy. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
02.13.01	Final versions of plans	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
02.13.02	Working papers used to develop all business development plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
02.14.00	POLICIES & PROCEDURES (BUSINESS DEVELOPMENT)	
	The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of the organisation's operating procedures.	
02.14.01	Final versions of policies.	PERMANENT
02.14.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
02.15.00	PRESENTATIONS (BUSINESS DEVELOPMENT)	
	The activity of preparing and presenting addresses/speeches internally or to external organisations relating to the Business Development function. Includes: <ul style="list-style-type: none"> • preferred supplier presentations Distribution Generation • Power Line Communications • Earthrenew • energy forums • public events 	
02.15.01	Records documenting presentations relating to business development. <i>See DA2157 ADDRESSES for general presentations.</i>	TEMPORARY Destroy 1 year after reference ceases

03.00.00	CONTRACTING SERVICES The function of competing for external contracts for the provision of construction, operational, and maintenance resources. This includes identification and sourcing of contract opportunities and bid management.	
03.01.00	ADVICE (CONTRACTING SERVICES) The activity of providing or receiving formal opinions about particular matters relating to the Contracting Services function.	
03.01.01	Records documenting the provision and receipt of internal and external advice on issues which: <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures. • create precedent • result from or in legal action 	PERMANENT
03.01.02	Records documenting the provision and receipt of internal and external advice on issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
03.02.00	AGREEMENTS (CONTRACTING SERVICES) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Contracting Services function.	
03.02.01	Final versions of signed simple agreements or contracts. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract or action completed, whichever is later.
03.02.02	Deeds, agreements and contracts under seal. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry of agreement or contract or action completed, whichever is later.
03.03.00	AUDIT (CONTRACTING SERVICES) The activity of formally checking records and processes by internal or external investigators relating to the Contracting Services function.	
03.03.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	PERMANENT
03.03.02	Final versions of internal and external audit reports that do <u>not</u> create precedent raise policy or legal issues, lead to procedural change, or raise issues requiring broader follow up.	TEMPORARY Destroy 7 years after action completed
03.04.00	AUTHORISATIONS (CONTRACTING SERVICES) The activity of seeking and granting of permission to undertake specific actions relating to the Contracting Services function.	

03.04.01	Records documenting authorisations where the authorisation leads to a change in policies, procedures, and systems.	PERMANENT
03.04.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a change in policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
03.05.00	BID MANAGEMENT (CONTRACTING SERVICES) The activity of managing bids for works or services to be undertaken by Aurora Energy. This includes proposals for services and quotations relating to the Contracting Services function.	
03.05.01	Records documenting the management of unsuccessful bids for works and services to be undertaken by Aurora Energy. <i>See 03.02.00 AGREEMENTS for successful bids.</i>	TEMPORARY Destroy 7 years after action completed
03.06.00	BUSINESS OPPORTUNITIES (CONTRACTING SERVICES) The activity of identifying and examining potential new business opportunities and opportunities for work or services undertaken and managed on a contract basis relating to the Contracting Services function. Includes business diversification.	
03.06.01	Records documenting the identification and examination of business opportunities which lead to the completion of a business deal. <i>See 03.02.00 AGREEMENTS for agreements.</i>	TEMPORARY Destroy 15 years after business ceases to operate, is sold, or expiry of any agreement or joint venture contract
03.06.02	Records documenting the identification and examination of business opportunities which do not lead to a successful business deal. Includes business profiles.	TEMPORARY Destroy 5 years after action completed
03.07.00	COMMITTEES (CONTRACTING SERVICES) The activity of establishing and managing internal or external committees. Includes agendas and minutes of committee meetings. <i>See 03.08.00 MEETINGS for ad-hoc meetings held to formulate, discuss, update, or resolve issues.</i>	
03.07.01	Records of internal committees formed to consider major matters which create changes to policies, procedures and systems, and/or where Board members are participants. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT

03.07.02	<p>Records of internal committees that do <u>not</u> consider major matters that create changes to policies, procedures and systems, and external committees where Aurora Energy has the administrative role. These may include:</p> <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	<p>TEMPORARY Destroy 7 years after action completed</p>
03.07.03	<p>Records documenting the conduct and administration of committees.</p>	<p>TEMPORARY Destroy when reference ceases</p>
03.08.00	<p>MEETINGS (CONTRACTING SERVICES) The activities associate with ad-hoc gatherings held to formulate, discuss, update, or resolve issues pertaining to the section, business unit or agency as a whole relating to Contracting Services. Includes arrangements, agenda and minutes. <i>See 03.07.00 COMMITTEES for meeting of committees.</i></p>	
03.08.01	<p>Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.</p>	<p>TEMPORARY Destroy 1 year after action completed</p>
03.09.00	<p>PLANNING (CONTRACTING SERVICES) The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of Aurora Energy relating to the Contracting Services function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.</p>	
03.09.01	<p>Final versions of plans.</p>	<p>TEMPORARY Destroy 5 years after plan is superseded or ceases to be in operation</p>
03.09.02	<p>Working papers used to develop all contracting services plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.</p>	<p>TEMPORARY Destroy 2 years after the release of the final version of the plan</p>
03.10.00	<p>POLICIES & PROCEDURES (CONTRACTING SERVICES) The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of Aurora Energy's operating procedures.</p>	
03.10.01	<p>Final versions of policies.</p>	<p>PERMANENT</p>
03.10.02	<p>Final versions of procedures and draft policies. Includes;</p> <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	<p>TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation</p>

03.11.00	PRESENTATIONS (CONTRACTING SERVICES) The activity of preparing and presenting addresses/speeches internally or to external organisations relating to the Contracting Services function.	
03.11.01	Records documenting presentations relating to Contracting Services. Includes: <ul style="list-style-type: none"> • preferred supplier presentations Distribution Generation • Power Line Communications • Earthrenew • energy forums • public events <p><i>See DA2157 for general presentations</i></p>	TEMPORARY Destroy 1 year after action completed
03.12.00	PROJECT MANAGEMENT (CONTRACTING SERVICES) The activities related to the oversight and overall management of Contracting Services projects to ensure their efficient delivery.	
03.12.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> • scheduling and planning • progress management • target and goal setting 	TEMPORARY Destroy 7 years after project completed
03.13.00	REPORTING (CONTRACTING SERVICES) The activity of providing a formal response on any matter on which definite information is required relating to the Contracting Services function.	
03.13.01	Records documenting reporting activities. Includes contributions to annual reports and statistical information.	TEMPORARY Destroy 3 years after action completed
03.14.00	RESEARCH & ANALYSIS (CONTRACTING SERVICES) The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities of Aurora Energy relating to the Contracting Services function. <i>See 03.12.00 PROJECT MANAGEMENT for management of projects.</i>	
03.14.01	Records documenting the analysis and interpretation of information.	TEMPORARY Destroy when reference ceases
04.00.00	CUSTOMER MANAGEMENT The function of managing customers including the planning, implementation, monitoring, provision and evaluation of services provided to customers. This includes, for example, managing the organisation's relationship with customers, customer enquiries, service planning, alliances, and complaints handling.	
04.01.00	ACCOUNT MANAGEMENT (CUSTOMER MANAGEMENT) The activity of managing customer accounts by liaising with the customer and providing advice on services and products and controlling authorities (permissions) received from customers for work to be undertaken. <i>See 04.06.00 BILLING for providing customers with clearly understood, accurate, timely, and complete bills and billing information.</i>	

04.01.01	Records documenting the management of customer accounts. Includes; <ul style="list-style-type: none"> • permissions received from customers. • approvals • enquiries 	TEMPORARY Destroy 7 years after account finalised or action completed, whichever is the later
04.01.02	Records documenting routine matters relating to account management including advice on products.	TEMPORARY Destroy 2 years after action completed
04.02.00	ADDRESS MANAGEMENT (CUSTOMER MANAGEMENT) The activity of managing customer and client address and mailing lists.	
04.02.01	Records documenting customer and client address and mailing lists.	TEMPORARY Destroy 7 years after action completed
04.03.00	ADVICE (CUSTOMER MANAGEMENT) The activity of providing or receiving formal opinions about particular matters relating to the Customer Management function.	
04.03.01	Records documenting the receipt or provision of internal and external advice which; <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures. • create precedent • result from or in legal action 	PERMANENT
04.03.02	Records documenting the receipt and provision of internal and external advice on customer management issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action. Includes: <ul style="list-style-type: none"> • advice received from consultants on consumption, supply and metering options • service interruptions 	TEMPORARY Destroy 7 years after action completed
04.04.00	AGREEMENTS (CUSTOMER MANAGEMENT) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Customer Management function.	
04.04.01	Final versions of signed simple agreements or contracts. Includes records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract or action completed, whichever is later
04.04.02	Deeds, contracts and agreements under seal. Includes, records supporting negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry of agreement or contract or action completed, whichever is later

04.05.00	AUDIT (CUSTOMER MANAGEMENT) The activity of formally checking Aurora Energy's records and processes by internal or external investigators relating to the Customer Management function.	
04.05.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	PERMANENT
04.05.02	Final versions of internal and external audit which do <u>not</u> : <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	TEMPORARY Destroy 5 years after action completed
04.06.00	BILLING (CUSTOMER MANAGEMENT) The activity of providing customers with clearly understood, accurate, timely, and complete bills and billing information.	
04.06.01	Records documenting the billing activity where no dispute is entered into.	TEMPORARY Destroy 1 years after action completed
04.06.02	Records documenting the billing activity where there is a query and or dispute. Includes: <ul style="list-style-type: none"> • account corrections • disputed accounts • reconciliations • revenue recovery 	TEMPORARY Destroy 7 years after action completed
04.07.00	COMMUNICATIONS (CUSTOMER MANAGEMENT) The activity of sharing information throughout Aurora Energy through, for example, newsletters, internet, intranet etc. relating to the Customer Management function.	
04.07.01	Contributions made to communications within the organisation. Includes: <ul style="list-style-type: none"> • intranet updates • education sessions • internal fact sheets for use in call centre • background information sheets for call centre • FAQ sheets 	TEMPORARY Destroy 1 year after action completed
04.08.00	COMPLAINTS HANDLING (CUSTOMER MANAGEMENT) The activity of receiving and handling any expression of dissatisfaction or grievance made by the general public, customers, and clients relating to the Customer Management function.	
04.08.01	Records documenting the receipt and handling of complaints referred from the Ombudsman and those which: <ul style="list-style-type: none"> • create a precedent • raise policy or legal issues • result in legal action 	PERMANENT

04.08.02	Records documenting the receipt and handling of complaints which are resolved via internal processes and do <u>not</u> create a precedent, raise policy or legal issues or result in legal action.	TEMPORARY Destroy 10 years after action completed
04.09.00	COMPLIANCE (CUSTOMER MANAGEMENT) The activity of adhering to external or internal standards, regulations, or requirements to which Aurora Energy is subject relating to the Customer Management function.	
04.09.01	Records documenting compliance with standards such as customer service standards and charters.	TEMPORARY Destroy 7 years after superseded
04.10.00	COMPLIMENTS (CUSTOMER MANAGEMENT) The activity of managing compliments received from the general public, customers, and clients relating to the Customer Management function.	
04.10.01	Records documenting compliments which are received from members of the community. Includes; <ul style="list-style-type: none"> • customer feedback • letters of thanks • explanation of accounts 	TEMPORARY Destroy 1 year after reference ceases
04.11.00	CUSTOMER CONNECTIONS (CUSTOMER MANAGEMENT) The activity of connecting a customer's residence or business to the distribution network for the supply of energy.	
04.11.01	Records documenting the connections and dis-connections of the distribution network. Includes installation notices.	TEMPORARY Destroy 10 years after action completed
04.12.00	EVALUATION (CUSTOMER MANAGEMENT) The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Customer Management function.	
04.12.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
04.13.00	INVESTIGATIONS (CUSTOMER MANAGEMENT) The activity of examining events, physical objects, land, equipment, records, etc., (excluding investigations of insurance claims) relating to the Customer Management function.	
04.13.01	Records documenting investigations. Includes: <ul style="list-style-type: none"> • Installation Infringements • Fonterra Wynyard investigation <p><i>See DA2157 LEGAL SERVICES for legal advice and legal opinions.</i></p>	TEMPORARY Destroy 7 years after action completed
04.14.00	MEETINGS (CUSTOMER MANAGEMENT) The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to the Customer Management function.	
04.14.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations. These include: <ul style="list-style-type: none"> • Customer Connections Meeting • Customer Advocacy Meeting 	TEMPORARY Destroy 2 years after action completed

04.15.00	METER READING (CUSTOMER MANAGEMENT) The activity of reading electricity meters for the purpose of billing. Includes checks, schedules, and the issuing of reports. <i>See 04.06.00 BILLING for providing customers with clearly understood, accurate, timely, and complete bills and billing information.</i>	
04.15.01	Records documenting meter readings. Includes meter reading reports.	TEMPORARY Destroy 7 years after action completed
04.16.00	MONITORING (CUSTOMER MANAGEMENT) The activity of checking and observing items or processes over a period of time relating to the Customer Management function. Includes reporting on those activities. <i>See 04.23.00 REPORTING for providing a formal response on any matter on which definite information is required.</i>	
04.16.01	Records documenting the monitoring of processes. Includes; <ul style="list-style-type: none"> • Life support medical equipment used at home • use of preferred suppliers • billing 	TEMPORARY Destroy 10 years after action completed
04.17.00	PERFORMANCE MEASUREMENT (CUSTOMER MANAGEMENT) The activity of measuring and monitoring business performance against identified criteria relating to the Customer Management function.	
04.17.01	Records documenting performance measurement relating to customer management.	TEMPORARY Destroy 3 years after action completed
04.18.00	PLANNING (CUSTOMER MANAGEMENT) The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of Aurora Energy relating to the Customer Management function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
04.18.01	Final version of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
04.18.02	Working papers used to develop all customer management plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
04.19.00	POLICIES & PROCEDURES (CUSTOMER MANAGEMENT) The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of the organisation's operating procedures.	
04.19.01	Final versions of policies.	PERMANENT

04.19.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
04.20.00	PRESENTATIONS (CUSTOMER MANAGEMENT) The activity of preparing and presenting addresses/speeches internally or to external organisations relating to the Customer Management function.	
04.20.01	Records documenting presentations relating to customer management. Includes; <ul style="list-style-type: none"> • Customer Connection • Customer Service Training <p><i>See DA2157 COMMUNITY RELATIONS – ADDRESSES for general presentations.</i></p>	TEMPORARY Destroy 1 year after reference ceases
04.21.00	PRICING (CUSTOMER MANAGEMENT) The activity of determining pricing for products and services to customers. <i>See 06.14.00 REGULATORY AFFAIRS – PRICING network pricing and the Australian Energy Market Commission pricing.</i>	
04.21.01	Records documenting price determination of products and services which form part of the core business of Aurora Energy such as the supply of energy.	PERMANENT
04.22.00	PROJECT MANAGEMENT (CUSTOMER MANAGEMENT) The activities related to the oversight and overall management of Customer Relations projects to ensure their efficient delivery.	
04.22.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> • scheduling and planning • progress management • target and goal setting 	TEMPORARY Destroy 7 years after project completed
04.23.00	REPORTING (CUSTOMER MANAGEMENT) The activity of providing a formal response on any matter on which definite information is required relating to the Customer Management function. <i>See 04.16.00 MONITORING for checking and observing items or processes over a period of time.</i>	
04.23.01	Reporting activities including: <ul style="list-style-type: none"> • statistical information • fault reports • debt reports • payment plans • disputed accounts <p><i>See DA2157 PUBLICATION for annual reports.</i></p>	TEMPORARY Destroy 5 years after action completed

04.24.00	RESEARCH & ANALYSIS (CUSTOMER MANAGEMENT) The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities of Aurora Energy relating to the Customer Management function. <i>See 04.22.00 PROJECT MANAGEMENT for the management of projects.</i>	
04.24.01	Records documenting the analysis and interpretation of information.	TEMPORARY Destroy when reference ceases
04.25.00	TENDERING (CUSTOMER MANAGEMENT) The activity of preparing and submitting formal offers or estimates by Aurora Energy to potential clients, usually made in writing, to undertake specific work or to supply goods or services, at a given rate relating to the Customer Management function. Includes receiving and evaluating tenders.	
04.25.01	Records documenting successful tenders that resulted in agreements and or contract signed under seal for services offered to the Aurora Energy. Includes: <ul style="list-style-type: none"> • evaluation criteria • expressions of interest • invitation to tender • request for proposals 	TEMPORARY Destroy 13 years after expiry of contract
04.25.02	Records documenting unsuccessful tenders and offers and tenders received where the tender process does not proceed.	TEMPORARY Destroy 7 years after tender process completed
05.00.00	DISTRIBUTION NETWORK The function of managing distribution systems. Includes the design, procurement, construction, installation, and maintenance of the distribution systems.	
05.01.00	ACCIDENTS & INCIDENTS (DISTRIBUTION NETWORK) The activity of dealing with accidents caused by human error or incidents caused by natural events that could or do result in unintended harm, damage to assets or loss of supply. Includes: <ul style="list-style-type: none"> • Substation fires • Storm damage <i>See DA 2157 for accidents and/or incidents involving injury to Aurora Energy employees or involving the general public where a claim has been made against Aurora Energy.</i>	
05.01.01	Records documenting major incidents and incidents where hazardous materials were involved including measures taken to prevent such events occurring.	PERMANENT
05.01.02	Records documenting minor incidents including minor incidents where non-hazardous materials are involved.	TEMPORARY Destroy 7 years after action completed
05.02.00	ADVICE (DISTRIBUTION NETWORK) The activity of providing or receiving formal opinions about particular matters relating to the Distribution Network function.	

05.02.01	Records documenting the receipt and provision of internal and external advice on issues which: <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures. • create precedent • result from or in legal action 	PERMANENT
05.02.02	Records documenting the receipt and provision of internal and external advice on issues that do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
05.03.00	AGREEMENTS (DISTRIBUTION NETWORK) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to the Distribution Network function.	
05.03.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract or action completed, whichever is later
05.03.02	Deeds, agreements or contracts made under seal. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry of agreement or contract or action completed, whichever is later
05.04.00	ASSET REGISTER (DISTRIBUTION NETWORK) The activity of formally checking records and processes by internal or external investigators relating to Distribution Network function.	
05.04.01	Asset registers relating to the distribution network function.	PERMANENT
05.05.00	AUDIT (DISTRIBUTION NETWORK) The activity of formally checking records and processes by internal or external investigators relating to the Distribution Network function.	
05.05.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	PERMANENT
05.05.02	Final versions of internal and external audit reports which do <u>not</u> create precedent, raise policy or legal issues, lead to procedural change or raise issues requiring broader follow up.	TEMPORARY Destroy 5 years after action completed
05.06.00	AUTHORISATIONS (DISTRIBUTION NETWORK) The activity of seeking and granting of permission to undertake specific actions relating to the Distribution Network function.	
05.06.01	Records documenting authorisations where the authorisation leads to a change in policies, procedures, and systems.	PERMANENT

05.06.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a change in policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
05.07.00	COMMITTEES (DISTRIBUTION NETWORK) The activity of establishing and managing internal or external committees. Includes agendas and minutes of committee meetings. <i>See 05.21.00 MEETINGS for ad-hoc meetings held to formulate, discuss, update, or resolve issues.</i>	
05.07.01	Records of internal committees relating to distribution network formed to consider matters that create changes to policies, procedures and systems, and/or where Board members are participants. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT
05.07.02	Records of internal committees that do <u>not</u> consider matters that create changes to policies, procedures and systems, and external committees where Aurora Energy has the administrative role. These may include: <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	TEMPORARY Destroy 7 years after action completed
05.07.03	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
05.08.00	COMMUNICATIONS (DISTRIBUTION NETWORK) The activity of sharing information relating to the Distribution Network function throughout Aurora Energy through, for example, newsletters, internet, intranet, etc.	
05.08.01	Contributions made to communications within Aurora Energy includes <ul style="list-style-type: none"> • information sheets, • fact sheets • education sessions 	TEMPORARY Destroy 1 year after action completed
05.09.00	COMPLIANCE (DISTRIBUTION NETWORK) The activity of adhering to external or internal standards, regulations, or requirements to which Aurora Energy is subject relating to the Distribution Network function.	
05.09.01	Records documenting compliance with standards, regulations or requirements relating to the Distribution Network function. Includes annual compliance certificates.	TEMPORARY Destroy 7 years after action completed

05.10.00	CONCEPTUAL DEVELOPMENT (DISTRIBUTION NETWORK) The activity of developing ideas and concepts in relation to projects and the business activities for the Distribution Network prior to planning and implementation. Examples: <ul style="list-style-type: none"> • Asset System Development • Hobart Area Supply Upgrade • Wireless IP Communications <p><i>See 05.13.00 DESIGN for design work including distribution system plans and indexes.</i></p>	
05.10.01	Records documenting the development of ideas and concepts relating to the distribution network function.	TEMPORARY Destroy 7 years after action completed
05.11.00	CONSTRUCTION (DISTRIBUTION NETWORK) The activity of making or building assets, structures or equipment relating to the distribution network.	
05.11.01	Records documenting the construction of assets, structures or equipment relating to the distribution network. Includes construction specifications.	PERMANENT
05.12.00	DATA ADMINISTRATION (DISTRIBUTION NETWORK) The activities associated with maintaining and using data that is held in a distribution network system whether automated or manual.	
05.12.01	Records documenting the maintenance and use of data held in systems including data migration strategies and the application of processes to protect data from accidental loss or corruption including. <ul style="list-style-type: none"> • network drawings • network asset information • works assets scheduling and programming (WASP) 	TEMPORARY Destroy 7 years after action completed
05.13.00	DESIGN (DISTRIBUTION NETWORK) The activity of carrying out design work relating to the distribution network. <i>See 05.10.00 CONCEPTUAL ANALYSIS for developing ideas and concepts in relation to projects and the business activities of Aurora Energy prior to planning and implementation.</i>	
05.13.01	Records documenting design work relating to the distribution network function. Includes distribution system plans and indexes.	PERMANENT To be retained in agency
05.13.02	Drawings of a particular asset including field notes.	TEMPORARY Destroy after the disposal of the asset.
05.14.00	DISPOSAL (DISTRIBUTION NETWORK) The activity of managing the decommissioning, destruction, sale or auction of distribution network assets.	

05.14.01	Records documenting the disposal of assets relating to the distribution network. Includes: <ul style="list-style-type: none"> • valuations • written quotes • auction records • routine forms • correspondence 	TEMPORARY Destroy 7 years after action completed
05.15.00	EVALUATION (DISTRIBUTION NETWORK) The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Distribution Network function.	
05.15.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
05.16.00	FINALISATION (DISTRIBUTION NETWORK) The activity of bringing a specific project to a close including final signoffs and handover relating to the Distribution Network function.	
05.16.01	Records documenting the finalisation of projects.	TEMPORARY Destroy 3 years after action completed
05.17.00	INSPECTIONS (DISTRIBUTION NETWORK) The activity of examining assets, structures and equipment by staff or authorised external personnel.	
05.17.01	Records documenting the inspection of assets, structures and equipment relating to the distribution network.	TEMPORARY Destroy following disposal of asset, structure or equipment
05.18.00	INSTALLATION (DISTRIBUTION NETWORK) The activity of placing assets, structures and equipment in position and connecting and adjusting for use.	
05.18.01	Records documenting the installation of assets, structures and equipment relating to the distribution network.	TEMPORARY Destroy following disposal of asset, structure or equipment
05.19.00	INVESTIGATIONS (DISTRIBUTION NETWORK) The activity of examining events, assets, structures and equipment relating to the Distribution Network.	
05.19.01	Records documenting investigations relating to the distribution network that result in changes to policies, procedures, or systems.	PERMANENT
05.19.02	Records documenting investigations relating to the distribution network that do <u>not</u> result in changes to policies, procedures, or systems.	TEMPORARY Destroy 7 years after action completed
05.20.00	MAINTENANCE (DISTRIBUTION NETWORK) The activity of servicing and/or repairing assets, structures and equipment relating to the Distribution Network. <i>See 05.32.00 SYSTEM MANAGEMENT for managing the dynamic operation of the distribution system.</i>	

05.20.01	Records documenting the maintenance of distribution network assets, structures and equipment.	PERMANENT
05.21.00	MEETINGS (DISTRIBUTION NETWORK) The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to the Distribution Network function. <i>See 05.07.00 COMMITTEES for meetings of committees.</i>	
05.21.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
05.22.00	MODELLING (DISTRIBUTION NETWORK) The activity of designing, testing, and evaluating sample model profiles or systems and activities under analysis relating to the Distribution Network function.	
05.22.01	Records documenting modelling.	TEMPORARY Destroy 7 years after action completed
05.23.00	PLANNING (DISTRIBUTION NETWORK) The activity of identifying key issues to be addressed both externally and internally relating to the Distribution Network function for the short and long term direction of Aurora Energy. Includes short and long term planning, business plan development, growth strategies, merger integration and business diversification. <i>See 05.27.00 PROJECT MANAGEMENT for planning and scheduling related to the management of projects.</i>	
05.23.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
05.23.02	Records used to develop all energy trading plans. Includes draft plans, reports analysing issues, and comments received from other areas of Aurora Energy.	TEMPORARY Destroy 2 years after the release of the final version of the plan
05.24.00	POLICIES & PROCEDURES (DISTRIBUTION NETWORK) The activity of developing decisions, directives, and precedents for future actions and decision making, which form the basis of Aurora Energy's operating procedures relating to the Distribution Network function.	
05.24.01	Final version of policies.	PERMANENT
05.24.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
05.25.00	PRESENTATIONS (DISTRIBUTION NETWORK) The activity of preparing and presenting addresses/speeches internally or to external organisations relating to the Distribution Network function.	

05.25.01	Records documenting presentations relating to the distribution network. Includes; <ul style="list-style-type: none"> • Climate Change • Solargrid Connect • Customer pays for Connections <p><i>See DA2157 for general presentations.</i></p>	TEMPORARY Destroy 1 year after action completed
05.26.00	PROCUREMENT (DISTRIBUTION NETWORK) The activity of acquiring goods, services and property, including quotations and proposals submitted by external suppliers relating to the Distribution Network function.	
05.26.01	Records documenting the procurement of goods and services.	TEMPORARY Destroy 7 years after action completed
05.27.00	PROJECT MANAGEMENT (DISTRIBUTION NETWORK) The activities related to the oversight and overall management of Distribution Network projects to ensure their efficient delivery.	
05.27.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> • scheduling and planning • progress management • target and goal setting 	TEMPORARY Destroy 7 years after project completed
05.28.00	REPORTING (DISTRIBUTION NETWORK) The activity of providing a formal response on any matter relating to the Distribution Network function on which definite information is required.	
05.28.01	Final copies of reports. Includes contributions to annual reports and statistical information. <i>See DA 2157 PUBLICATION for annual reports</i>	TEMPORARY Destroy 3 years after action completed
05.29.00	RESEARCH & ANALYSIS (DISTRIBUTION NETWORK) The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities relating to the Distribution Network function. <i>See 05.27.00 PROJECT MANAGEMENT for the management of projects.</i>	
05.29.01	Records documenting the analysis and interpretation of information relating to projects and activities of Aurora Energy.	TEMPORARY Destroy when reference ceases
05.30.00	RISK MANAGEMENT (DISTRIBUTION NETWORK) The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Distribution Network function.	
05.30.01	Records documenting risk management activities.	TEMPORARY Destroy 7 years after action completed
05.31.00	STANDARDS (DISTRIBUTION NETWORK) The activity of developing standards. Also includes Aurora Energy's participation in the development of industry standards.	

05.31.01	Records documenting Aurora Energy's standards and participation in the development of standards to support the distribution network function.	PERMANENT To be retained in agency
05.32.00	SYSTEMS MANAGEMENT (DISTRIBUTION NETWORK) The activity of managing the dynamic operation of the distribution system including the monitoring of reliability, availability and quality of the distribution system. <i>See 05.20.00 MAINTENANCE for servicing and/or repairing assets, structures and equipment relating to the Distribution Network.</i>	
05.32.01	Records documenting the management of the distribution system which relate to the operation of the system. Includes any control systems, metadata, instructions, access arrangements, and work permits. Also includes contingency plans and emergency response plans.	TEMPORARY Destroy 50 years after action completed
05.32.02	Records documenting the management of the distribution system that do <u>not</u> relate to the operation of the system. Includes log sheets.	TEMPORARY Destroy 7 years after action completed
05.33.00	TENDERING (DISTRIBUTION NETWORK) The activity of preparing and submitting formal offers or estimates by Aurora Energy to potential clients, usually made in writing, to undertake specific work or to supply goods or services, at a given rate relating to the Distribution Network function. Includes receiving and evaluating tenders.	
05.33.01	Records documenting successful tenders that resulted in agreements and or contract signed under seal for services offered to Aurora Energy. Includes: <ul style="list-style-type: none"> • evaluation criteria • expressions of interest • invitation to tender • request for proposals 	TEMPORARY Destroy 13 years after expiry of contract
05.33.02	Simple signed contracts and unsuccessful tender documentation.	TEMPORARY Destroy 7 years after tender process completed
05.34.00	VEGETATION MANAGEMENT (DISTRIBUTION NETWORK) The activity of managing and controlling vegetation including inspections and maintenance of vegetation under powerlines, and around poles related to the Distribution Network function. <i>See 07.26.00 SAFETY HEALTH & ENVIRONMENT – VEGETATION MANAGEMENT for safety, health and environment issues related to vegetation management.</i>	
05.34.01	Records documenting the management and control of vegetation of sites which have been contaminated with hazardous materials and or sites of national significance including natural, historic, and indigenous significance and are listed in the Register of the National Estate, by the World Heritage Commission, and classified by the Tasmanian National Trust or on Tasmanian heritage listing.	PERMANENT
05.34.02	Records documenting the management and control of vegetation of sites which have no national significance and are of a routine nature.	TEMPORARY Destroy 3 years after action completed

05.35.00	WORKS MANAGEMENT (DISTRIBUTION NETWORK) The activity of progressing, monitoring, and reporting involved in the operation of the Distribution Network operational work streams including overhead services, pole mounted regulators and switching operations.	
05.35.01	Records documenting works management relating to distribution network.	TEMPORARY Destroy 3 years after action completed
06.00.00	REGULATORY AFFAIRS The function of managing and influencing the regulatory rules affecting Aurora Energy and its interests. These rules are governed by the provisions of the Tasmanian Electricity Code (TEC), the National Electricity Code (NEC), National Energy Customer Framework (NECF), legislation, national electricity laws, supporting regulations and guidelines. This includes submissions to code reviews, price determinations, and managing the relationship with regulators. <i>See DA 2157 STRATEGIC MANAGEMENT for legislation.</i>	
06.01.00	ADVICE (REGULATORY AFFAIRS) The activity of providing or receiving formal opinions about particular matters relating to the regulatory affairs function.	
06.01.01	Records documenting the provision or receipt of internal and external advice issues which: <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures • create precedent • result from or in legal action 	PERMANENT
06.01.02	Records documenting the receipt and provision of internal and external advice which do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
06.02.00	AGREEMENTS (REGULATORY AFFAIRS) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts to support the Regulatory Affairs function.	
06.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract or action completed, whichever is later
06.02.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review and revocation.	TEMPORARY Destroy 13 years after expiry of agreement or contract or action completed, whichever is later
06.03.00	AUDIT (REGULATORY AFFAIRS) The activity of formally checking records and processes by internal or external investigators relating to the Regulatory Affairs function.	

06.03.01	Final versions of internal and external audit reports which: <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	PERMANENT
06.03.02	Final versions of internal and external audit which do <u>not</u> : <ul style="list-style-type: none"> • create precedent • raise policy or legal issues • lead to procedural change • raise issues requiring broader follow up 	TEMPORARY Destroy 5 years after action completed
06.04.00	AUTHORISATIONS (REGULATORY AFFAIRS) The activity of seeking and granting of permission to undertake specific actions relating to the Regulatory Affairs function.	
06.04.01	Records documenting authorisations where the authorisation leads to a change in policies, procedures, and systems.	PERMANENT
06.04.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a change in policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
06.05.00	COMMITTEES (REGULATORY AFFAIRS) The activity of establishing and managing internal or external committees. Includes agendas and minutes of committee meetings. <i>See 06.09.00 MEETINGS for ad-hoc meetings held to formulate, discuss, update, or resolve issues.</i>	
06.05.01	Records of internal committees relating to distribution network formed to consider matters which create changes to policies, procedures or systems, and/or where Board members are participants. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT
06.05.02	Records of internal committees that do <u>not</u> consider matters which create changes to policies, procedures or systems, and external committees where the agency has the administrative role. These may include: <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	TEMPORARY Destroy 7 years after action completed
06.05.03	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
06.06.00	COMMUNICATIONS (REGULATORY AFFAIRS) The activity of sharing information throughout the organisation through, for example, newsletters, the Internet, intranet, etc. that supports the Regulatory Affairs function.	

06.06.01	Contributions made to communications within the organisation. Includes: <ul style="list-style-type: none"> • intranet updates • regulatory and compliance education sessions to staff 	TEMPORARY Destroy 1 year after action completed
06.07.00	COMPLIANCE (REGULATORY AFFAIRS) The activity of adhering to external or internal standards, regulations, or requirements to which the organisation is subject relating to the Regulatory Affairs function.	
06.07.01	Records documenting compliance activities. Includes annual compliance certificates.	TEMPORARY Destroy 10 years after action completed
06.08.00	LIAISON (REGULATORY AFFAIRS) The activities associated with maintaining regular general contact between Aurora Energy and professional associations, professionals in related fields, other private sector organisations and community groups relating to Regulatory Affairs. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.	
06.08.01	Records documenting liaison activities including exchange of information, collaboration on projects, and all the activities involving Aurora Energy as a member of an organisation.	TEMPORARY Destroy 2 years after action completed
06.09.00	MEETINGS (REGULATORY AFFAIRS) The activity of arranging, preparing agendas, and recording minutes of ad-hoc meetings to support the Regulatory Affairs function. <i>See 06.05.00 COMMITTEES for meetings of committees.</i>	
06.09.01	Final versions of notes or minutes and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
06.10.00	MODELLING (REGULATORY AFFAIRS) The activity of designing, testing, and evaluating sample model profiles or systems and activities relating to Regulatory Affairs.	
06.10.01	Records documenting modelling activities.	TEMPORARY Destroy 7 years after action completed
06.11.00	PLANNING (REGULATORY AFFAIRS) The activity of identifying key issues to be addressed both externally and internally for the short and long term direction of Aurora Energy that support the Regulatory Affairs function. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
06.11.01	Final versions of plans.	TEMPORARY Destroy 5 years after plan is superseded and or ceases to be in operation
06.11.02	Records used to develop all regulatory affairs plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan

06.12.00	POLICIES & PROCEDURES (REGULATORY AFFAIRS) The activity of developing decisions, directives, and precedents for future actions and decision making relating to the Regulatory Affairs function, which form the basis of Aurora Energy's operating procedures.	
06.12.01	Final version of policies and procedures which have an impact on the overall policies, procedures and systems.	PERMANENT
06.12.02	Final versions of procedures which do <u>not</u> have an impact on the overall policies, procedures and systems. Also includes; <ul style="list-style-type: none"> • all draft policies • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
06.13.00	PRESENTATIONS (REGULATORY AFFAIRS) The activity of preparing and presenting addresses/speeches internally or to external organisations to support the Regulatory Affairs function.	
06.13.01	Records documenting internal presentations e.g. presentations relating to the role of the Economic Regulator.	TEMPORARY Destroy 5 years after action completed
06.14.00	PRICING (REGULATORY AFFAIRS) The activity of determining pricing for products and services to customers that relate to the Regulatory Affairs function. Includes: <ul style="list-style-type: none"> • Network pricing • Australian Energy Market Commission pricing <p><i>See 04.21.00 CUSTOMER MANAGEMENT – PRICING for the price determination of products and services provided to customers such as the supply of energy.</i></p>	
06.14.01	Records documenting price determinations for products and services to which regulations apply.	PERMANENT
06.15.00	PROJECT BUDGETING (REGULATORY AFFAIRS) The activity of preparing project budgets including the analysis of resource requirements, detailed cost estimates, justifications, etc. relating to the Regulatory Affairs function.	
06.15.01	Records documenting project budgeting.	TEMPORARY Destroy 7 years after action completed
06.16.00	PROJECT MANAGEMENT (REGULATORY AFFAIRS) The activities related to the oversight and overall management of Regulatory Affairs projects to ensure their efficient delivery.	
06.16.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> • scheduling and planning • progress management • target and goal setting 	TEMPORARY Destroy 7 years after project completed
06.17.00	REPORTING (REGULATORY AFFAIRS) The activity of providing a formal response on any matter relating to the Regulatory Affairs function.	
06.17.01	Final copies of reports. Includes contributions to annual reports and statistical information. <i>See DA 2157 PUBLICATION for annual reports</i>	TEMPORARY Destroy 3 years after action completed

06.18.00	RESEARCH & ANALYSIS (REGULATORY AFFAIRS) The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities relating to the Regulatory Affairs function. <i>See 06.16.01 PROJECT MANAGEMENT for the management of projects.</i>	
06.18.01	Records documenting the analysis and interpretation of information relating to projects and activities of the organisation.	TEMPORARY Destroy when reference ceases
06.19.00	RISK MANAGEMENT (REGULATORY AFFAIRS) The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact to the business relating to the Regulatory Affairs function.	
06.19.01	Records documenting risk management activities.	TEMPORARY Destroy 3 years after action completed
06.20.00	SUBMISSIONS (REGULATORY AFFAIRS) The activity of preparing and submitting a formal statement supporting a case or opinion that is submitted to another organisation for the purpose of either gain or support relating to the Regulatory Affairs function.	
06.20.01	Submissions and supporting documentation made to other organisations.	TEMPORARY Destroy 3 years after action completed
07.00.00	SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT The function of providing and implementing programs for safety, health, and environmental management. Includes compliance with legislation and standards, planning, and ongoing monitoring. <i>See DA2157 OCCUPATIONAL HEALTH AND SAFETY for implementing and coordinating occupational health and safety according to the requirements of the Work Health and Safety Act 2012.</i>	
07.01.00	ADVICE (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of providing or receiving formal opinions about particular matters relating to the Safety, Health & Environmental Management function.	
07.01.01	Records documenting the provision or receipt of internal and external advice issues which: <ul style="list-style-type: none"> • underpin changes to policies, systems, and procedures • create precedent • result from or in legal action 	PERMANENT
07.01.02	Records documenting the receipt and provision of internal and external advice which do <u>not</u> underpin changes to policies, systems, and procedures, create precedent or result from or in legal action.	TEMPORARY Destroy 5 years after action completed
07.02.00	AGREEMENTS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The processes associated with the establishment, maintenance, review and negotiation of agreements or contracts relating to Safety, Health & Environmental Management.	

07.02.01	Final versions of signed simple agreements or contracts. Includes records supporting the negotiation, maintenance, review, and revocation.	TEMPORARY Destroy 7 years after expiry of agreement or contract or action completed, whichever is later
07.02.02	Deeds, agreements and contracts made under seal. Includes records supporting the negotiation, maintenance, review, and revocation	TEMPORARY Destroy 13 years after expiry of agreement or contract or action completed, whichever is later
07.03.00	AUDIT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of formally checking Safety, Health & Environmental Management records and processes by internal or external investigators.	
07.03.01	Final versions of internal and external audit reports which recommend changes that have impact on the policies, systems, and procedures.	PERMANENT
07.03.02	Final versions of internal and external audit reports which recommend routine changes and do <u>not</u> have an impact on policies, systems, and procedures.	TEMPORARY Destroy 5 years after action completed
07.03.03	Records documenting the planning and conduct of internal and external audits. Includes: <ul style="list-style-type: none"> • liaison with the auditing body • minutes of meetings • draft report • comments 	TEMPORARY Destroy 2 years after action completed
07.04.00	AUTHORISATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of seeking and granting of permission to undertake specific actions relating to the Safety, Health & Environmental Management function.	
07.04.01	Records documenting authorisations where the authorisation leads to a major change in policies, procedures, and systems.	PERMANENT
07.04.02	Records documenting authorisations where the authorisation does <u>not</u> lead to a major change in policies, procedures, and systems.	TEMPORARY Destroy 3 years after action completed
07.05.00	COMMITTEES (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of establishing and managing internal or external committees. Includes agendas and minutes of committee meetings. <i>See 07.14.00 MEETINGS for ad-hoc meetings held to formulate, discuss, update, or resolve issues.</i>	
07.05.01	Records of internal committees relating to safety, health and environmental management formed to consider matters which create changes to policies, procedures and systems, and/or where Board members are participants. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers 	PERMANENT

07.05.02	Records of internal committees that do <u>not</u> consider matters which create changes to policies, procedures and systems, and external committees where the agency has the administrative role. These may include: <ul style="list-style-type: none"> • documents establishing the committee • documents appointing members • final versions of minutes • agenda papers • reports presented to the committee • submissions presented to the committee 	TEMPORARY Destroy 7 years after action completed
07.05.03	Records documenting the conduct and administration of committees.	TEMPORARY Destroy when reference ceases
07.06.00	COMMUNICATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of sharing information relating to Safety, Health & Environmental Management throughout Aurora Energy through, for example, newsletters, internet, intranet, etc.	
07.06.01	Contributions made to communications within the organisation. Includes: <ul style="list-style-type: none"> • intranet updates • Safety, Health and Environmental Management educations sessions 	TEMPORARY Destroy 5 years after action completed
07.07.00	COMPLIANCE (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of adhering to external or internal standards, regulations, or requirements to which the Aurora Energy is subject. <i>See DA 2157 PUBLICATION for annual reports.</i> <i>See DA2157 OCCUPATIONAL HEALTH AND SAFETY for compliance reports according to the regulations of the Work Health and Safety Act 2012</i>	
07.07.01	Records documenting compliance relating to the Safety, Health & Environmental Management function. Includes annual compliance certificates.	TEMPORARY Destroy 7 years after action completed
07.08.00	ENVIRONMENTAL PROGRAMS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of managing programs that deal with specific environmental issues. For example: <ul style="list-style-type: none"> • Forest Practice Regulation Exemption program • Public Authority Management • National Greenhouse & Energy 	
07.08.01	Records documenting environmental programs that involve a significant health risk, involve public controversy, result in litigation or set a precedent.	PERMANENT
07.08.02	Records documenting environmental programs that do <u>not</u> involve a significant health risk, involve public controversy, result in litigation or set a precedent.	TEMPORARY Destroy 10 years after action completed

07.09.00	EVALUATION (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of determining the suitability of programs, performance, and systems in meeting prescribed requirements relating to the Safety, Health & Environmental Management function.	
07.09.01	Records documenting the evaluation of programs, performance and systems.	TEMPORARY Destroy 7 years after action completed
07.10.00	HEALTH PROMOTION (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of establishing and maintaining a healthy work environment. <i>See DA 2157 OCCUPATIONAL HEALTH & SAFETY for the promotion of safe work practices in the workplace and provision of health and safety facilities and equipment.</i>	
07.10.01	Records documenting any medical examinations of employees which are undertaken for health surveillance purposes. Includes: <ul style="list-style-type: none"> • ergonomic assessments • flu vaccination program. 	TEMPORARY Destroy 75 years from the employee's date of birth.
07.11.00	INSPECTIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of examining assets and equipment by staff or authorised external personnel.	
07.11.01	Records documenting the inspection of assets and equipment relating to the distribution network.	TEMPORARY Destroy when asset and or equipment is disposed of, or pass on to new owner
07.12.00	INVESTIGATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of examining events, physical objects, land, equipment, records, etc., relating to the Safety, Health & Environmental Management function. <i>See DA2157 COMPENSATION for insurance claim records.</i>	
07.12.01	Records documenting investigations. Includes: <ul style="list-style-type: none"> • illegal connections • statutory declarations • WireAlert Investigation • Ezkey Performance • Electric Regulator • Generator Incidents • Electrical Standards Safety <i>See DA2157 LEGAL SERVICES for legal advice and legal opinions.</i>	TEMPORARY Destroy 7 years after action completed
07.13.00	LIAISON (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activities associated with maintaining regular general contact between Aurora Energy and professional associations, professionals in related fields, other private sector organisations and community groups. Includes sharing informal advice and discussions, membership of professional associations and collaborating on projects that are not joint ventures.	
07.13.01	Records documenting liaison activities including exchange of information, collaboration on projects, and all the activities involving Aurora Energy as a member of an organisation.	TEMPORARY Destroy 2 years after action completed

07.14.00	MEETINGS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of arranging, preparing agenda, and recording minutes of ad-hoc meetings relating to Safety, Health & Environmental Management. <i>See 07.05.00 COMMITTEES for meetings of committees.</i>	
07.14.01	Final versions of notes or minutes, and supporting documents relating to ad-hoc meetings. Includes meetings held with external organisations.	TEMPORARY Destroy 1 year after action completed
07.15.00	PERFORMANCE MEASUREMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of measuring and monitoring business performance relating to Safety, Health & Environmental Management against identified criteria.	
07.15.01	Records documenting performance measurement activities.	TEMPORARY Destroy 3 years after action completed
07.16.00	PLANNING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of identifying key issues to be addressed relating to Safety, Health & Environmental Management, both externally and internally for the short and long term direction of Aurora Energy. Includes short and long term planning, business plan development, growth strategies, merger integration, and business diversification.	
07.16.01	Final versions of plans.	TEMPORARY Destroy 7 years after plan is superseded or ceases to be in operation
07.16.02	Records used to develop all plans. Includes draft plans, reports analysing issues, and comments received from other areas of the organisation.	TEMPORARY Destroy 2 years after the release of the final version of the plan
07.17.00	POLICIES & PROCEDURES (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of developing decisions, directives, and precedents for future actions and decision making relating to Safety, Health & Environmental Management which forms the basis of Aurora Energy's operating procedures.	
07.17.01	Final version of policies.	PERMANENT
07.17.02	Final versions of procedures and draft policies. Includes; <ul style="list-style-type: none"> • final copies of manuals • working papers • instructions 	TEMPORARY Destroy 7 years after adoption of the final policy or procedure ceases to be in operation
07.18.00	PRESENTATIONS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of preparing and presenting addresses/speeches internally or to external organisations relating to Safety, Health & Environmental Management.	
07.18.01	Records documenting presentations.	TEMPORARY Destroy 3 years after action completed
07.19.00	PROJECT BUDGETING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of preparing project budgets including the analysis of resource requirements, detailed cost estimates, justifications, etc. relating to the Safety, Health & Environmental Management function.	

07.19.01	Records documenting project budgeting.	TEMPORARY Destroy 7 years after action completed
07.20.00	PROJECT MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activities related to the oversight and overall management of Safety, Health & Environmental Management projects to ensure their efficient delivery.	
07.20.01	Records documenting the management of projects includes: <ul style="list-style-type: none"> • scheduling and planning • progress management • target and goal setting 	TEMPORARY Destroy 7 years after project completed
07.21.00	REPORTING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of providing a formal response on any matter relating to the Safety, Health and Environmental Management function. <i>See DA 2157 PUBLICATION for annual reports.</i> <i>See DA2157 OCCUPATIONAL HEALTH AND SAFETY for compliance reports according to the regulations of the Work Health and Safety Act 2012</i>	
07.21.01	Final versions of reports. Includes contributions to annual reports and statistical information.	TEMPORARY Destroy 3 years after action completed
07.22.00	RESEARCH & ANALYSIS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of gathering, analysing, and interpreting information to support the development of projects and the business activities of the organisation relating to the Safety, Health and Environmental Management function. <i>See 07.20.00 PROJECT MANAGEMENT for managing projects.</i>	
07.22.01	Records documenting the analysis and interpretation of information to be used for future decision making.	TEMPORARY Destroy when reference ceases
07.23.00	RISK MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of identifying and assessing risks and the development and implementation of programs designed to minimise any unfavourable impact of Safety, Health and Environmental management issues to the business.	
07.23.01	Records documenting risk management relating to major projects or which involve hazardous materials. These include: <ul style="list-style-type: none"> • Electrical Safety Management Scheme • Job Risk Analysis • Network Asset Strategy Risk 	PERMANENT
07.23.02	Records documenting the risk management activities which do <u>not</u> relate to major projects or do <u>not</u> include hazardous materials. These include: <ul style="list-style-type: none"> • Operation and Fault Management • Corrective and Action Management 	TEMPORARY Destroy 3 years after action completed
07.24.00	STANDARDS (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of developing standards. Includes Aurora Energy's participation in the development of industry standards.	

07.24.01	Records documenting Aurora Energy's participation in the development of industry standards to support the Safety, Health & Environmental Management function.	PERMANENT
07.25.00	TENDERING (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of preparing and submitting formal offers or estimates by Aurora Energy to potential clients, usually made in writing, to undertake specific work or to supply goods or services, at a given rate relating to the Safety, Health & Environmental Management function. Includes receiving and evaluating tenders.	
07.25.01	Records documenting successful tenders that resulted in agreements and or contract signed under seal for services offered to the organisation. Includes: <ul style="list-style-type: none"> • evaluation criteria • expressions of interest • invitation to tender • request for proposals 	TEMPORARY Destroy 13 years after expiry of contract
07.25.02	Simple signed contracts and unsuccessful tender documentation.	TEMPORARY Destroy 7 years after tender process completed
07.26.00	VEGETATION MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of managing safety, health and environmental issues related the management and control of vegetation. <i>See 05.34.00 DISTRIBUTION NETWORK – VEGETATION MANAGEMENT for managing and controlling vegetation relating to the distribution network.</i>	
07.26.01	Records documenting the safety, health and environmental issues relating to the management and control of vegetation of sites of national significance or which have been contaminated with hazardous materials. Includes natural, historic, and indigenous sites of significance that are listed in the Register of the National Estate, by the World Heritage Commission, classified by the Tasmanian National Trust or on the Tasmanian Heritage listing.	PERMANENT
07.26.02	Records documenting the safety, health and environmental issues related to the management and control of vegetation of sites which have no national significance and are of a routine nature.	TEMPORARY Destroy 3 years after action completed
07.27.00	WASTE MANAGEMENT (SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT) The activity of managing all by-products of natural biological and human activities, whether harmful or not. Includes provision for their collection, storage, transportation, transfer, processing, treatment and disposal and includes measures such as minimisation and reduction.	
07.27.01	Records documenting the management of waste which is contaminated.	PERMANENT
07.27.02	Records documenting the management of waste which is <u>not</u> contaminated.	TEMPORARY Destroy 3 years after action completed