

























Full GRI 3.1 content index

GRI Standard disclosures		Page(s)	Report section	Coverage	
1. Strategy and analysis	1.1 Statement from Managing Director and CEO	6–7	Chairman's report; and Managing Director and CEO's report	Full	●
	1.2 Key impacts, risks and opportunities	6–7 10–11	Chairman's report; and Managing Director and CEO's report Corporate responsibility report	Full	●
2. Organisational profile	2.1 Name of organisation	12–13	About Australia Post	Full	●
	2.2 Primary brands, products and services	12–13	About Australia Post	Full	●
	2.3 Organisational structure	12–13	About Australia Post	Full	●
	2.4 Operational headquarters	IBC	Contact details	Full	●
	2.5 Countries where the organisation operates	12–13	About Australia Post	Full	●
	2.6 Nature of organisational ownership and legal form	12–13	About Australia Post	Full	●
	2.7 Markets served by organisation	12–13	About Australia Post	Full	●
	2.8 Scale of the organisation	8–9 12–13	Financial report About Australia Post	Full	●
	2.9 Significant changes to the organisation during the reporting period	2–3 6–7 19	Future Ready Chairman's report; and Managing Director and CEO's report A platform for growth	Full	●
	2.10 Awards received in the reporting period	IBC	Awards and acknowledgements	Full	●
3. Report parameters	Report profile				
	3.1 Reporting period	135	About this report	Full	●
	3.2 Date of most recent previous report	135	About this report	Full	●
	3.3 Reporting cycle	135	About this report	Full	●
	3.4 Contact point	135	About this report	Full	●
	Report scope and boundary				
	3.5 Process for defining report content	135 16–17	About this report Stakeholder engagement	Full	●
	3.6 Boundary of the report	135	About this report	Full	●
	3.7 Limitations on the scope of the report	135	About this report	Full	●
	3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities	135	About this report	Full	●
	3.9 Data measurement techniques and the basis of calculations	135	About this report	Full	●
	3.10 Explanation of the effect of any re-statements of information provided in earlier reports	44	Connecting with our customers – customer satisfaction table	Full	●
	3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	135	About this report	Full	●
	3.12 Table identifying the location of the Standard Disclosures in the report	136	GRI index – full index on website	Full	●
	3.13 Policy and current practice with regard to seeking external assurance for the report	135	About this report	Full	●

Full GRI 3.1 content index

GRI Standard disclosures		Page(s)	Report section	Coverage
4. Governance, commitments, and engagement	Governance			
	4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	14 52	Our board and executive committee Corporate governance (The board)	Full ●
	4.2 Indicate whether the Chair of the highest governance body is also an executive officer	14	Our board and executive committee	Full ●
	4.3 Number and gender of members of the highest governance body that are independent and/or non-executive members	14 52	Our board and executive committee Corporate governance (The board)	Full ●
	4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	16–17	Stakeholder engagement	Full ●
	4.5 Linkage between compensation for senior executives and the organisation's performance	53	Corporate governance (Executive remuneration)	Full ●
	4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	53	Corporate governance (Conflict of interest)	Full ●
	4.7 Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity	52	Corporate governance	Full ●
	4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	12–13	About Australia Post	Full ●
	4.9 Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance	52	Corporate governance (Role of the board)	Full ●
	4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	53	Corporate governance (Board performance)	Full ●
	Commitments to external initiatives			
	4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation	54	Corporate governance (Risk management)	Full ●
	4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	135 IBC	About this report Global sustainability initiatives	Partial ◐
	4.13 Memberships in associations and national/international advocacy organisations	17	Stakeholder engagement – industry	Full ●
	Stakeholder engagement			
	4.14 List of stakeholder groups engaged by the organisation	16–17	Stakeholder engagement	Full ●
	4.15 Basis for identification and selection of stakeholders with whom to engage	16–17	Stakeholder engagement	Full ●
	4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	16–17	Stakeholder engagement	Full ●
	4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded	16–17	Stakeholder engagement	Full ●

Full GRI 3.1 content index

GRI Performance Indicators		Page(s)	Report section	Coverage	
Environmental (EN)	EN1	Materials used by weight or volume	45	Connecting with our customers	Partial 
	EN2	Percentage of materials used that are recycled input materials	45	Connecting with our customers	Full 
	EN3	Direct energy consumption by primary energy source	46–48	Managing our environmental impact	Full 
	EN4	Indirect energy consumption by primary source	46–48	Managing our environmental impact	Full 
	EN5	Energy saved due to conservation and efficiency improvements	47–48	Managing our environmental impact	Full 
	EN8	Total water withdrawal by source	49	Managing our environmental impact	Full 
	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	49	Managing our environmental impact	Full 
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	49	Managing our environmental impact	Full 
	EN16	Total direct and indirect greenhouse gas emissions by weight	46–47	Managing our environmental impact	Full 
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	46–47	Managing our environmental impact	Full 
	EN22	Total weight of waste by type and disposal method	49	Managing our environmental impact	Full 
	EN23	Total number and volume of significant spills	46	Managing our environmental impact	Full 
	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	45	Managing our environmental impact	Full 
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category	45	Managing our environmental impact	Full 
	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	46	Managing our environmental impact	Full 
Human rights (HR)	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	36	Supporting our people	Partial 
	HR4	Total number of incidents of discrimination and corrective actions taken	36	Supporting our people	Partial 
	HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	36	Supporting our people	Full 
Labor practices and decent work (LA)	LA1	Total workforce by employment type, employment contract, and region broken down by gender	36–37	Supporting our people	Full 
	LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	37	Supporting our people	Full 
	LA4	Percentage of employees covered by collective bargaining agreements	36	Supporting our people	Full 
	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender	35	Supporting our people	Partial 
	LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	36–37	Supporting our people	Partial 
	LA15	Return to work and retention rates after parental leave, by gender	37	Supporting our people	Partial 

Full GRI 3.1 content index

GRI Performance Indicators			Page(s)	Report section	Coverage	
Society (S0)	S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	16–17 42 48	Stakeholder engagement Connecting with our customers Managing our environmental impact	Full	●
	S02	Percentage and total number of business units analysed for risks related to corruption	43	Connecting with our customers	Partial	◐
	S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	44	Connecting with our customers	Partial	◐
Product responsibility (PR)	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	44	Connecting with our customers	Full	●
	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	43–44	Connecting with our customers	Full	●
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	44	Connecting with our customers	Full	●
	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	43	Connecting with our customers	Partial	◐
	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	44	Connecting with our customers	Full	●
Economic (EC)	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	51	Financial report	Full	●
	EC2	Financial implications and other risks and opportunities for the organisation’s activities due to climate change	33	Managing our environmental impact	Partial	◐
	EC3	Coverage of the organisation’s defined benefit plan obligations	84	Superannuation	Full	●
LT Logistics and transportation sector supplement indicators	LT2	Breakdown of fleet composition	48	Managing our environmental impact	Full	●
	LT9	Mobile worker working patterns	37	Supporting our people	Partial	◐
	LT12	Number of road fatalities of drivers or third parties per million kilometres driven	35	Supporting our people	Partial	◐
	LT14	Description of policies and programmes for public access to mail services (e.g., distance to postal office and mail boxes)	28–31 115	Providing trusted services Community service obligations	Full	●

GRI indicator EC9: Indirect economic impacts has not been reported in 2010–11.