

Corporate Responsibility Index 2019



EVERYONE MATTERS

UN Global Compact – Communication on Progress

Human Rights principles

Principle 1:

Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2:

Businesses should make sure that they are not complicit in human rights abuses

Australia Post is committed to ensuring that all our practices and activities support and respect the protection of internationally proclaimed human rights. We operate in accordance with international human rights treaties and Australian law, including the Modern Slavery Act 2018, to ensure that we are not directly or indirectly complicit in human rights abuses and recognise our role in remedying abuses, should they ever occur. These expectations are detailed in various policies and procedures, including our recently launched purpose and values, our refreshed Code of Conduct - *Our Ethics*, our Equal Employment Opportunity Policy, and the Group Harassment Discrimination Bullying Policy.

In FY18, a cross-functional group was established to foster a leading practice approach to managing and reporting on Modern Slavery, in accordance with new government legislation. We will issue our first public Modern Slavery Statement in FY20. Our Sustainable Procurement Program and our Supplier Code of Conduct require all suppliers to adhere to key areas of corporate governance and ethical business management practices to protect the rights of employees and local communities. To ensure the highest level of transparency and successful integration of this approach into our everyday procurement processes, for the past three years we have been working with SEDEX (Supplier Ethical Data Exchange) – a not-for-profit membership organisation and platform dedicated to storing, sharing and reporting responsible sourcing data so that we can more easily understand and manage potential risks in our supply chain and make informed business decisions to drive continuous improvement.

Labour principles	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Australia Post plays an important role in the lives of approximately 80,000 people who make up our direct and indirect workforce. We have a long standing commitment to international labour standards and ethical processes, such as the UN Universal Declaration of Human Rights and the International Labour Organisation Declaration on Fundamental Rights at Work. This commitment is realised through our employee policies and management approach to create a fair and open workplace. Our latest Australia Post Enterprise Agreement, negotiated in 2017, demonstrates our commitment to recognise freedom of association, the role that unions play in the workplace and the right of union delegates to represent union members. Our proactive approach to ensure our people are treated with respect is underpinned by <i>Our Ethics</i> booklet, our Equal Employment Opportunity Policy and our Group Harassment, Discrimination and Bullying Policy. These resources support the promotion of a culture where employees are encouraged to value and celebrate differences in beliefs, opinions, perspectives and culture.
	Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour	
	Principle 5: Businesses should uphold the effective abolition of child labour	
	Principle 6: Business should uphold the elimination of discrimination in respect of employment and occupation	To realise our commitment to fair employment practices beyond our immediate employees, our Sustainable Procurement Program and Supplier Code of Conduct, along with our work with SEDEX and our cross-functional group managing and reporting on Modern Slavery, help us work more closely with our suppliers to uphold the elimination of all forms of forced and compulsory labour. This program of work also helps us ensure that, in-line with our commitment to the UN Convention on the Rights of the Child, we are not complicit in any form of physical, mental and/or emotional exploitation of children. We always adhere to the minimum age guidelines provided by each State, as well as minimum wage requirements.

Environmental principles	Principle 7: Businesses should support a precautionary approach to environmental challenges	Our Environmental Action Plan 2018-2020 is our blueprint to ensure that environmental considerations and improvements are part of everything we do every day, focusing on our services, our products, our fleet, our buildings, our workforce, and our suppliers. Underpinned by robust policy and management systems, the Plan provides us with a roadmap to both comply with environmental legislation and continually improve our performance to create new forms of value for our business and stakeholders. This includes reducing our carbon emissions by 25 per cent (against 2000 levels) and enabling the reuse and recycling of 100,000 tonnes of material by 2020. In achieving these commitments we are also delivering cost savings of \$10 million every year, leading to a direct and positive commercial impact as it enables us to invest further in improving and creating better services for our customers.
	Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	We are making significant progress. In 2010 our carbon intensity was 64 tonnes of carbon per million dollars of revenue – today it is down to 40 tonnes of carbon per million dollars of revenue. Over this period we have managed to grow our business by over 40 per cent while reducing our carbon intensity by 37 per cent. This achievement is the result of several improvements, including the rollout of LED lighting, new electric delivery vehicles, and continued benefits from our Solar Rollout project at 50 sites, including our Sydney Parcel Facility and the Redbank Parcel Facility in Brisbane. Our LPOs are also part of the enterprise effort and we applaud their commitment to environmental sustainability.
	Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	
Anti-corruption principles	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	<p>We are committed to working against corruption in all its forms and expect our employees, business partners and suppliers to adhere to all international agreements and Australian legislation. Australia Post maintains a comprehensive system of corporate governance practices designed to provide appropriate levels of disclosure and accountability. Our commitment is also articulated in <i>Our Ethics</i>, which all employees and partners must adhere to, and our Sustainable Procurement Program, our Supplier Code of Conduct, and as part of our work with suppliers through SEDEX.</p> <p>Every year we conduct thorough and independent third party audits and assurance to ascertain the integrity of our processes and operations and ensure consistency with our anti-corruption commitment. Australia Post has not been involved in any cases, rulings or other events related to corruption or bribery.</p>

UN Sustainable Development Goals

How we impact the Sustainable Development Goals

We recognise the interconnected nature of global issues and our operations. That's why in 2016 we were one of the first Australian organisations to embrace the United Nations SDGs, negotiated in part by our shareholder – the Australian Government. The SDGs provide a blueprint to put the world on a sustainable path to 2030 and address pressing economic, social and environmental challenges.

Addressing these global goals is key to seeing our customers, communities and business prosper and become more inclusive. We have therefore identified a number of specific SDGs that intersect with each stage of our operations and value chain. The following table outlines how we directly and indirectly impact the SDGs.

SDG	Direct/ Indirect	Our impacts
Goal 1: No poverty End poverty in all its forms everywhere	Indirect	<ul style="list-style-type: none"> + We provide sustainable employment for our people and benefits for our direct and extended workforce of approximately 80,000, being a major driver of economic activity in the nation and supporting employment both in cities and regional areas. + We provide financial solutions for disadvantaged communities and the vulnerable.
Goal 2: Zero hunger End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Indirect	<ul style="list-style-type: none"> + We facilitate the safe export of food supplies internationally. + We are trialling new solutions for the delivery of food and pharmaceuticals in partnership with our customers and leading industry bodies.
Goal 3: Good health and wellbeing Ensure healthy lives and promote well-being for all at all ages	Direct	<ul style="list-style-type: none"> + We promote mental health and well-being for our people, customers and communities. + We are working to reduce the number of injuries from motorcycle incidents. – Workplace injuries (manual handling/body strain main cause), including mental health. – Road accidents.
Goal 4: Quality education Ensure quality education and promote life-long learning opportunities for all	Indirect	<ul style="list-style-type: none"> + We offer ongoing training and development opportunities to ensure continuous learning for our people. + We strive to ensure our people and stakeholders acquire the knowledge and skills needed to contribute to sustainable development through education and training, as well as engagement programs across our network.
Goal 5: Gender Equality Achieve gender equality and empower all women and girls.	Direct	<ul style="list-style-type: none"> + We ensure women's full participation in the workplace, invest in programs and initiatives that improve how we attract, grow and retain female employees, and are committed to equal opportunities for women at all levels. + We are committed to the elimination of discrimination and violence against women and girls. + We seek to maintain gender pay parity.

SDG	Direct/ Indirect	Our impacts
Goal 6: Clean water and sanitation Ensure availability and sustainable management of water and sanitation for all	Indirect	<ul style="list-style-type: none"> + We optimise the use of water resources across our operations and value chain. – Our operations and value chain might generate minor contaminated water discharges.
Goal 7: Affordable and clean energy Ensure access to sustainable energy for all	Direct	<ul style="list-style-type: none"> + We actively invest in renewable energy projects with the aspiration to offset our total electricity load. + We incorporate sustainable energy use and fuel efficiency to minimise carbon emissions across the network.
Goal 8: Decent Work and Economic Growth Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	Direct	<ul style="list-style-type: none"> + We provide sustainable employment for our people and benefits for our direct and extended workforce of approximately 80,000, being a major driver of economic activity in the nation and supporting employment both in cities and regional areas. + We support job creation and economic development through our \$4 billion procurement spend. + Through our social and Indigenous procurement program we support job opportunities for Indigenous Australians and disadvantaged groups where it matters most. – Potential changes to our workforce as a result of business transformation.
Goal 9: Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.	Direct	<ul style="list-style-type: none"> + As we strive to become a \$10b revenue company we are upgrading our infrastructure and establishing sustainable facilities. + We increase access to information and communications technology that reduce the digital divide. + Our innovation pipeline delivers sustainable products and services for consumers. + We support the growth of innovation and entrepreneurship in Australia.
Goal 10: Reduced inequalities Reduce inequality within and among countries	Direct	<ul style="list-style-type: none"> + We empower and promote the social and economic inclusion of all, and ensure equal opportunity and sustainable employment. + We support victims and survivors of domestic violence through free mail redirection and other services and policies. + We provide accessibility of services to all Australians through 12.1 million delivery points and 4,343 Post Offices.
Goal 11 Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable.	Direct	<ul style="list-style-type: none"> + We support positive economic and social links within and between urban and rural communities. + We provide access and connection among all Australians through essential services, including the provision of financial services through Bank@Post. + We invest in technology, infrastructure and services to ensure our properties and facilities are increasingly sustainable.

SDG	Direct/ Indirect	Our impacts
Goal 12: Responsible Consumption and Production Ensure sustainable consumption and production patterns.	Direct	<ul style="list-style-type: none"> + We strive to become an end-to-end enabler of the circular economy, including through establishing the multi-stakeholder Revamp network, and promote the sustainable management and efficient use of natural resources. – Potential risks of modern slavery practices in our extended supply chain. – Potential risks associated with product safety and customer data management.
Goal 13: Climate Action Take urgent action to combat climate change and its impacts.	Direct	<ul style="list-style-type: none"> + We actively reduce our carbon emissions and strengthen our resilience and adaptive capacity to climate-related risks. – Impact of annual emissions profile (847,000 tonnes of carbon)
Goal 14: Life below water Protect and sustainably use the oceans, seas and marine resources.	Indirect	<ul style="list-style-type: none"> + We protect and sustainably manage marine and coastal ecosystems within the scope of our operations – this will be further realised through projects supported by our carbon offset program from 2019-20. – Potential risk of indirect contribution to the deterioration of oceans, seas and marine resources via our packaging products and extended supply chain.
Goal 15: Life on land Protect the ecosystem and preserve biodiversity (forests, deserts, land, etc.)	Indirect	<ul style="list-style-type: none"> + We promote the sustainable management and restoration of ecosystems within the scope of our operations. – Potential risk of adversely impacting ecosystems and biodiversity through packaging and resource use.
Goal 16: Peace and justice strong institutions Establish a fair justice system for all.	Indirect	<ul style="list-style-type: none"> + We strive to reduce corruption and bribery in all forms – Potential risk of non-compliance with Our Ethics, policies and agreed procedures by our people and throughout our value channel.
Goal 17: Partnerships for the goals Strengthen the means of implementation and revitalise the global partnership for sustainable development.	Direct	<ul style="list-style-type: none"> + We support the global partnership for sustainable development through multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources.

GRI Content Index with UNGC and SDG references

GRI Standard	Disclosure	Annual Report page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
General Disclosures							
GRI 101: Foundation 2016							
GRI 102: General Disclosures 2016	Organizational profile						
	102-1	Name of the organization	2				
	102-2	Activities, brands, products, and services	1, 2, 130				
	102-3	Location of headquarters	157				
	102-4	Location of operations	1, 2, 40-41				
	102-5	Ownership and legal form	2				
	102-6	Markets served	2, 8, 31, 40-41, 47				
	102-7	Scale of the organization	1, 2, 40-41				
	102-8	Information on employees and other workers	1, 21-29			SDG-5, 8	
	102-9	Supply chain	10, 11, 36, 40, 49				
	102-10	Significant changes to the organization and its supply chain	1, 2, 6-9				
	102-11	Precautionary Principle or approach	54-56, 61				UNGC 7
	102-12	External initiatives	157				UNGC 1-10
	102-13	Membership of associations	157				UNGC 1-10
Strategy							
102-14	Statement from senior decision-maker	6-9					
Ethics and integrity							
102-16	Values, principles, standards, and norms of behavior	4, 9-11, 21, 61				UNGC 1-10	
Governance							
102-18	Governance structure	58-61				UNGC 1-10	

GRI Standard	Disclosure	Annual Report page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
GRI 102: General Disclosures 2016	Stakeholder engagement						
	102-40 List of stakeholder groups	3, 57					
	102-41 Collective bargaining agreements	auspost.com.au/content/dam/auspost_corp/media/documents/australia-post-enterprise-agreement-2017.pdf				SDG-8	UNGC 1, 3
	102-42 Identifying and selecting stakeholders	3, 31-37, 57					
	102-43 Approach to stakeholder engagement	3, 31-37, 57					
	102-44 Key topics and concerns raised	3, 57					
	Reporting practice						
	102-45 Entities included in the consolidated financial statements	3, 130					
	102-46 Defining report content and topic Boundaries	3, 57					
	102-47 List of material topics	3, 57					
	102-48 Restatements of information	3					
	102-49 Changes in reporting	3					
	102-50 Reporting period	3					
	102-51 Date of most recent report				The previous report was tabled in Parliament in October 2018		
	102-52 Reporting cycle	3					
	102-53 Contact point for questions regarding the report	157					
	102-54 Claims of reporting in accordance with the GRI Standards	3, 6, 157					
	102-55 GRI content index	Corporate Responsibility Index: 8-12					
	102-56 External assurance	Corporate Responsibility Index: 13					

GRI Standard	Disclosure	Annual Report page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Material Topics							
GRI 200 Economic Standard Series							
Economic Performance							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	3, 4, 6-10, 54-56, 57					
	103-2 The management approach and its components	3, 4, 6-10, 54-56, 57					
	103-3 Evaluation of the management approach	3, 6-9, 54-56					
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	1, 12, 15-18				SDG-8, 9, 11	
	201-4 Financial assistance received from government	2				SDG-8, 9, 11	
GRI 300 Environmental Standards Series							
Energy							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49, 62					
	103-2 The management approach and its components	2, 3, 6-10, 49-52, Environmental Action Plan					
	103-3 Evaluation of the management approach	2, 3, 6-10, 49-52, Environmental Action Plan					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	51, 52				SDG-7, 8, 9, 11	UNGC 7-9
	302-4 Reduction of energy consumption	49-52				SDG-7, 8, 9, 11	UNGC 7-9
Emissions							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49, 62					
	103-2 The management approach and its components	2, 3, 6-10, 49-52, Environmental Action Plan					
	103-3 Evaluation of the management approach	4, 6, 8, 9, 49-52, Environmental Action Plan					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	51, 52				SDG-12, 13	UNGC 7-9
	305-2 Energy indirect (Scope 2) GHG emissions	49-52				SDG-12, 13	UNGC 7-9
	305-3 Other indirect (Scope 3) GHG emissions	52				SDG-12, 13	UNGC 7-9
	305-5 Reduction of GHG emissions	49-52				SDG-3, 12, 13	UNGC 7-9

GRI Standard	Disclosure	Annual Report page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Effluents and Waste							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	49, 57					
	103-2 The management approach and its components	2, 3, 6-10, 49-53, Environmental Action Plan					
	103-3 Evaluation of the management approach	4, 6-10, 49-53					
GRI 306: Effluents and Waste 2016	306-2 Waste by type and disposal method	51-53				SDG-12	UNGC 8
GRI 400 Social Standards Series							
Employment							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	21-29, 57					
	103-2 The management approach and its components	4, 21-29					
	103-3 Evaluation of the management approach	4, 6-10, 21-29					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	25-27, 29	Information unavailable: Our disclosure only includes the total turnover rate. The breakdown by gender is currently not available - we will seek to address this disclosure fully in 2020.			SDG-8	UNGC 6
Occupational Health and Safety							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	1-10, 22, 23, 57					
	103-2 The management approach and its components	4, 22-23					
	103-3 Evaluation of the management approach	4, 6-10, 22-23					
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	4, 22-23	Information unavailable: Our disclosure only includes the total results for our workforce. The breakdown by gender is currently not available - we will seek to address this disclosure fully in 2020.			SDG-3, 8	UNGC 1, 2

GRI Standard	Disclosure	Annual Report page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Training and Education							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	1-10, 57					
	103-2 The management approach and its components	4, 21-28					
	103-3 Evaluation of the management approach	21-28					
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	21-28				SDG-8	
Diversity and Equal Opportunity							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	1-10, 57					
	103-2 The management approach and its components	4, 21-29, Accessibility Action Plan, Stretch Reconciliation Action Plan					
	103-3 Evaluation of the management approach	4, 21-29, Accessibility Action Plan, Stretch Reconciliation Action Plan					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	24-29, 58-63				SDG-5, 10	UNGC 1, 6
	405-2 Ratio of basic salary and remuneration of women to men	29	Information unavailable: Our disclosure only refers to the overall results for our workforce. The breakdown by employee category is currently not available - we will seek to address this disclosure fully in 2020.			SDG-5, 10	UNGC 1, 6
Customer Privacy							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	1-10, 35, 57					
	103-2 The management approach and its components	1-10, 35, 57					
	103-3 Evaluation of the management approach	1-10, 35, 57					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	35					

Independent Limited Assurance Statement



Independent Limited Assurance Statement to the Directors and Management of Australia Postal Corporation

Our Conclusion:

We were engaged by Australia Postal Corporation ('Australia Post') to undertake 'limited assurance' as defined by Australian Auditing Standards, hereafter referred to as a 'review', over Selected Non-Financial Matters and associated performance disclosures included in its Annual Report for the year ended 30 June 2019. Based on our review, nothing has come to our attention that causes us to believe that the Selected Non-Financial Matters and associated performance disclosures have not been prepared and presented fairly, in all material respects, in accordance with the criteria defined below.

What our review covered

We reviewed Selected Non-Financial Matters and associated performance disclosures linked to Australia Post's material topics, as disclosed in Australia Post's 2019 Annual Report ('the Report') for the year ended 30 June 2019, as shown in the table below.

Chapter	Material topic	Non-financial Matters and associated performance disclosures	Annual Report page
Our customers, our communities	Customer experience	▶ Net Promoter Score (parcel receiver delivery experience)	35
Our customer network	Post office transformation	▶ Customer Retail Visits	12
Our people	Fair labour practices	▶ Gender Pay Gap	29
		▶ Female Representation	25
	Employee safety, health and wellbeing	▶ Total Recordable Injury Frequency Rate (TRIFR)	22
		▶ Fatalities	
	Workforce engagement	▶ Employee Engagement Score (EES)	21
Our environment	Greenhouse gas (GHG) emissions	▶ Energy Consumption & Scope 1, 2, 3 gross GHG emissions	52

Criteria applied by Australia Post

In preparing the Selected Non-Financial Matters and associated performance disclosures, Australia Post has applied the following criteria:

- ▶ The Global Reporting Initiative ('GRI') indicator protocols
- ▶ National Greenhouse and Energy Reporting (Measurement) Determination 2008, as amended
- ▶ Australia Post's reported criteria detailed in footnotes in the Annual Report
- ▶ Australia Post's criteria for customer retail visits, which is based on customer transactions made at an Australia Post outlet or parcel collection centre.

Key responsibilities

EY's responsibility and independence

Our responsibility was to express a limited assurance conclusion on the Selected Non-Financial Matters.

We were also responsible for maintaining our independence and confirm that we have met the independence requirements of the APES 110 Code of Ethics for Professional Accountants and have the required competencies and experience to conduct this assurance engagement.

Australia Post's responsibility

Australia Post's management was responsible for selecting the Criteria, and preparing and fairly presenting the materiality process and selected material topics and associated performance disclosures in accordance with that Criteria. This responsibility included establishing and maintaining internal controls, adequate records and making estimates that are reasonable in the circumstances.

Our approach to conducting the review

We conducted this review in accordance with the *Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* (ASAE 3000), *Assurance Engagements on Greenhouse Gas Statements* (ASAE 3410) and the terms of reference for this engagement with Australia Post, dated 4 July 2019.

Summary of review procedures performed

Our procedures included, but were not limited to:

- ▶ Conducted interviews to understand the business and process for collecting, collating and reporting the Selected Non-Financial Matters and associated performance disclosures
- ▶ Undertook data analytics to check the reasonableness of the data supporting performance disclosures
- ▶ Checked the Criteria has been reasonably applied and the reasonableness of assumptions
- ▶ Conducted detailed testing of underlying source information on a sample basis to check completeness and accuracy of data
- ▶ Identified and tested assumptions supporting performance disclosures
- ▶ Performed recalculations of performance disclosures to determine accuracy of quantities
- ▶ Checked the aggregation of selected data and transcription to the Report and the appropriateness of presentation of performance disclosures.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Ernst & Young

Ernst & Young
Melbourne, Australia
12 September 2019

M. Fricke

Meg Fricke
Partner

Limited Assurance

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Use of our Assurance Statement

We disclaim any assumption of responsibility for any reliance on this assurance statement to any persons other than management and the Directors of Australia Post, or for any purpose other than that for which it was prepared.

Our review included web-based information that was available via web links as of the date of this statement. We provide no assurance over changes to the content of this web-based information after the date of this assurance statement.

London Benchmarking Group Verification Statement



Verification Statement from LBG Australia & New Zealand – 2019

The LBG model helps businesses improve the measurement, management and reporting of their corporate community investment programs. It covers the full range of contributions (cash, time and in-kind donations) made to community causes.

As managers of LBG Australia & New Zealand, we can confirm that we have worked with Australia Post to verify its understanding and application of the LBG model with regard to the wide range of community programs supported.

Our aim has been to ensure that the evaluation principles have been correctly and consistently applied and we are satisfied that this has been achieved. It is important to note that our work has not extended to an independent audit of the data.

We can confirm that Australia Post has invested the following amounts in the community in this 2019 reporting year as defined by the LBG methodology.

Cash	\$	1,787,052
Time	\$	8,580
In-kind	\$	12,365,682
Management costs	\$	2,270,166
TOTAL	\$	16,431,480

In addition to LBG verified figures, Australia Post also reported the following outputs in their submission:

Leverage**	\$	494,133
Revenue foregone [^]	\$	32,936,415

**leverage refers to additional third party contributions facilitated by the company

[^]the revenue foregone for community benefit on fees, products and services provided free or discounted

Please refer to LBG for detailed definitions as required



Verified by Jennifer Saunders & Simon Robinson
On behalf of LBG Australia & New Zealand
July 2019



EVERYONE MATTERS