Australia Post

Corporate Responsibility Index 2020

Australia Post

UN Global Compact

UN Global Compact – Summary 2020 Communication on Progress

Australia Post has been a signatory to the United Nations (UN) Global Compact since 2010, committing the business to operate in accordance with the UN Global Compact's Ten Principles. This summary table supplements the 2020 Annual Report as Australia Post's official Communication on Progress, an annual reporting requirement of the Global Compact. .

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	The Australia Post Group is committed to ensuring that all our practices and activities support and respect the protection of internationally proclaimed human rights, including addressing the risk of Modern Slavery. We operate in accordance with international human rights treaties and Australian law 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 purpose and values and Our Ethics: Our standards of conduct and behaviour, and our Supplier Code of Conduct. Our cross-functional Modern Slavery Working Group has designed a comprehensive, whole-of-business approach to managing and reporting on the risk of modern slavery, in accordance with the Modern Slavery Act 2018. This includes focused streams of work to ensure that any vulnerable workers are protected and that we are effectively addressing labour rights risks in our supply chain. 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. For the past four years, we have also been working with a not-for-profit membership organisation, Supplier Ethical Data Exchange (SEDEX), to make sure we have the highest level of transparency in our everyday procurement processes. Through the SEDEX online database, we can more easily manage potential risks in our supply chains and continually improve transparency, through improved processes and monitoring. We are also actively exploring additional ways to carry out due diligence, such as through deep-dive assessments of high risk supply categories, targeted audits and ethical sourcing.

Labour principles

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

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

Australia Post employs approximately 35,000 people directly and over 40,000 more through our licensed post offices, community postal agents and contracted delivery drivers. 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 policies and management approach to create a fair and open workplace. Over the years, our Enterprise Agreements and our policies demonstrate our commitment to recognise rights in connection with freedom of association. This includes the right of employees to choose whether or not to join a union and, where they do, the right to be represented by that union. Our proactive approach to ensure our people are treated with respect is underpinned by Our Ethics: Our standards of conduct and behaviour – which outlines the standards of conduct and behaviour that every member of our workforce, including our extended network of partners, embraces. These resources support the promotion of a culture where employees are encouraged to value and celebrate differences in beliefs, opinions, perspectives and culture.

During 2020 we continued to proactively protect the well-being and safety of our people, especially during COVID-19. We continued actions to ensure compliance with workforce laws, including laws in relation to protecting vulnerable workers. This included actions across our whole workforce, such as enhancing workforce compliance controls in our indirect workforce such as with Licensed Post Offices and labour hire agencies.

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.

UN GLOBAL COMPACT

Environmental principles

Principle 7:

Businesses should support a precautionary approach to environmental challenges

Principle 8:

Businesses should undertake initiatives to promote greater environmental responsibility

Principle 9:

Businesses should encourage the development and diffusion of environmentally friendly technologies

Over the last three years, our 2018-2020 Environmental Action Plan has been 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 has provided 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.

We are proud to have achieved our two key environmental targets set out in the 2018-2020 Environmental Action Plan. This year, we reduced our carbon emissions by 20 per cent (100,000 tonnes of CO_2e) from baseline year 2000, and we also facilitated over 100,000 tonnes of material for reuse or recycling over the period 2016-20.

Over the last decade we have managed to grow our business by over 40 per cent while reducing our carbon intensity by 37 per cent and avoided over $75m in costs. This achievement is the result of several improvements, including the rollout of LED lighting across 107 sites, 1,235 new electric delivery vehicles (eDVs) and continued benefits from our Solar Rollout project at 50 sites, including our Sydney Parcel Facility and the Redbank Parcel Facility in Brisbane. Our Licensed Post Offices also contribute to this effort and we applaud their commitment to environmental sustainability.

As we continue to integrate sustainability across every aspect of the Australia Post Group, we have released new and ambitious environmental actions and commitments that are reflected in our 2020-22 Group Corporate Responsibility Plan, which now supersedes the 2018-2020 Environmental Action Plan:

a) reduce total operational waste volume by 20 per cent by June 2025 (FY19 baseline);

b) increase the operational waste recycling rate to 70 per cent by June 2025 (FY19 baseline); and

c) a science-based carbon reduction target of 15 per cent in our Scope 1, 2 and 3 CO_2e emissions by June 2025 (FY19 baseline).

These targets expand on our existing commitment to deliver positive environmental outcomes and represent sound best practice.

Anti-corruption principles

Principle 10:

Businesses should work against corruption in all its forms, including extortion and bribery

We are committed to working against corruption in all its forms and expect our employees, extended workforce, customers and suppliers to adhere to all international agreements and Australian legislation. The Australia Post Group maintains a comprehensive system of corporate governance practices designed to provide appropriate levels of disclosure and accountability. Our commitment is also articulated in Our Ethics, which all employees and partners must adhere to, as well as our Sustainable Procurement Program, our Supplier Code of Conduct, and as part of our work with suppliers through SEDEX.

Every year we conduct thorough and independent third-party audits and assurance to ascertain the integrity of our processes and operations in-line with our anti-corruption commitment. In 2019-20, Australia Post has not been involved in any cases, rulings or other events related to corruption or bribery.

UN Sustainable Development Goals

Advancing the UN Sustainable Development Goals

In 2016, Australia Post was one of the first Australian organisations to embrace the United Nations Sustainable Development Goals (SDGs), the world's sustainability agenda for 2030. The SDGs provide a blueprint to put the world on a sustainable path and address pressing economic, social and environmental challenges.

As Australia's leading logistics and integrated services business, we recognise the interconnected nature of global issues and our operations. Our objective is to support our customers to grow and communities to thrive, to create products that people value and trust, and to always deliver great service and value to our customers and the community.

Advancing 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, which inspire and guide the commitments of our 2020-22 Group Corporate Responsibility Plan. Partnerships are at the heart of our approach to the SDGs and how we are seeking to deliver sustainably. The following table outlines how we directly and indirectly, and positively and negatively, impact the SDGs.

SDG	Direct/ Indirect		Our impacts
Goal 1: No poverty End poverty in all its forms everywhere	Indirect	+	We provide sustainable employment for our people and benefits for our direct and extended workforce. Australia Post employs approximately 35,000 people directly and over 40,000 more through our licensed post offices, community postal agents and contracted delivery drivers. We are a major driver of economic activity in the nation and support employment both in metro and rural and remote areas.
Goal 2: Zero hunger End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Indirect	+	We facilitate the safe export of food supplies internationally.
		+	With millions of people forced to stay home due to COVID-19, we helped deliver the essential services that Australians required – including pharmaceutical goods and essential grocery items in partnership with the Pharmacy Guild and Coles and Woolworths respectively.
Goal 3: Good health and wellbeing Ensure healthy lives and promote well-being for all at all ages	Direct	+	We promote mental health and well-being for our people, customers and communities - throughout the bushfires and the COVID-19 pandemic, protecting the safety and wellbeing of our people has remained our highest priority, and we have adjusted work to the circumstances and dedicated additional support for the physical and psychological wellbeing of our people.
		+	We are working to reduce the number of injuries from motorbike incidents.
		–	Workplace injuries (manual handling/body strain main cause), including mental health.
		–	Road accidents and manual handling risks, which we are reducing through safer electric delivery vehicles and the implementation of automation to minimise touchpoints, respectively.
Goal 4: Quality education Ensure quality education and promote life-long learning opportunities for all	Indirect	+	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.

SDG	Direct/ Indirect		Our impacts
Goal 5: Gender Equality Achieve gender equality and empower all women and girls.	Direct	+	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, and have achieved this for the fourth consecutive year.
Goal 6: Clean water and sanitation Ensure availability and sustainable management of water and sanitation for all	Indirect	+	We optimise the use of water resources across our operations and value chain.
		−	Our operations and value chain might generate only minor contaminated water discharges.
Goal 7 Affordable and clean energy Ensure access to sustainable energy for all	Direct	+	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	+	We provide sustainable employment for our people and benefits for our direct and extended workforce of 80,000. In regional areas, we support 10,800 jobs and facilitate the eCommerce market through our delivery and post office networks, becoming an increasingly important driver of economic activity in regional and remote Australia.
		+	We support job creation and economic development through our ~$3.5bn annual 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	+	As we strive to become a $10b revenue business we are upgrading our infrastructure and establishing sustainable facilities.
		+	We increase access to information and communications technology that reduces 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	+	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 12.1m delivery points and 4,330 Post Offices.

SDG	Direct/ Indirect		Our impacts
Goal 11 Sustainable Cities and Communities Make cities and human settlements inclusive, safe, resilient and sustainable.	Direct	+	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 which most recently was critical in supporting bushfire affected communities access the goods they needed.
		+	We invest in technology, infrastructure and services to ensure our properties and facilities are increasingly sustainable.
Goal 12 Responsible Consumption and Production Ensure sustainable consumption and production patterns.	Direct	+	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	+	We actively reduce our carbon emissions and strengthen our resilience and adaptive capacity to climate-related risks.
		−	Impact of annual emissions profile (over 799,931 tonnes of carbon in FY20)
Goal 14: Life below water Protect and sustainably use the oceans, seas and marine resources.	Indirect	+	We protect and sustainably manage marine and costal 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	+	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	+	We are committed to working against corruption in all its forms and expect our employees, extended workforce, customers and suppliers to adhere to all international agreements and Australian legislation.
		−	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	+	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	Page number(s) and/or URL(s)	Omission Part Omitted	Reason	Explanation	UN SDG	UNGC Principles
General Disclosures							
GRI 101: Foundation 2016							
GRI 102: General Disclosures 2016	**Organizational profile**						
	102-1 Name of the organization	4					
	102-2 Activities, brands, products, and services	4					
	102-3 Location of headquarters						
	102-4 Location of operations	4, 39-41					
	102-5 Ownership and legal form	4					
	102-6 Markets served	4, 41					
	102-7 Scale of the organization	3-4, 39-41					
	102-8 Information on employees and other workers	3, 21-29				SDG-5, 8	
	102-9 Supply chain	26, 33, 39, 51-52					
	102-10 Significant changes to the organization and its supply chain	3-9					
	102-11 Precautionary Principle or approach	54-55					UNGC 7
	102-12 External initiatives	TBC					UNGC 1-10
	102-13 Membership of associations	TBC					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	21-22					UNGC 1-10
	Governance						
	102-18 Governance structure	56-59					UNGC 1-10

| GRI Standard | Disclosure | 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	37, 55					
	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	31, 37, 55					
	102-43 Approach to stakeholder engagement	31, 37, 55					
	102-44 Key topics and concerns raised	55					
	Reporting practice						
	102-45 Entities included in the consolidated financial statements	TBC					
	102-46 Defining report content and topic Boundaries	55					
	102-47 List of material topics	55					
	102-48 Restatements of information	5					
	102-49 Changes in reporting	5					
	102-50 Reporting period	5					
	102-51 Date of most recent report				The previous report was tabled in Parliament in October 2019		
	102-52 Reporting cycle	5					
	102-53 Contact point for questions regarding the report	TBC					
	102-54 Claims of reporting in accordance with the GRI Standards	5					
	102-55 GRI content index	Corporate Responsibility Index 2020					
	102-56 External assurance	Corporate Responsibility Index 2020					

GRI Standard	Disclosure	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	5, 15-19, 55					
	103-2 The management approach and its components	5, 15-19, 55					
	103-3 Evaluation of the management approach	6-9, 15					
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	5, 15-19				SDG-8, 9, 11	
	201-4 Financial assistance received from government	4				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	5, 47-53, 55					
	103-2 The management approach and its components	5, 47-53, 55					
	103-3 Evaluation of the management approach	6-9, 47, 50					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	50-53				SDG-7, 8, 9, 11	UNGC 7-9
	302-4 Reduction of energy consumption	50-53				SDG-7, 8, 9, 11	UNGC 7-9
Emissions							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 47-53, 55					
	103-2 The management approach and its components	5, 47-53, 55					
	103-3 Evaluation of the management approach	6-9, 47, 50					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	50-53				SDG-12, 13	UNGC 7-9
	305-2 Energy indirect (Scope 2) GHG emissions	50-53				SDG-12, 13	UNGC 7-9
	305-3 Other indirect (Scope 3) GHG emissions	53				SDG-12, 13	UNGC 7-9
	305-5 Reduction of GHG emissions	50-53				SDG-3, 12, 13	UNGC 7-9

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission Part Omitted	Reason	Explanation	UN SDG	UNGC Principles
Effluents and Waste							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 47-53, 55					
	103-2 The management approach and its components	5, 47-53, 55					
	103-3 Evaluation of the management approach	6-9, 47, 50					
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	48-50					
	306-2 Management of significant waste-related impacts	48-50					
	306-3 Waste generated	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	5, 21-29, 55					
	103-2 The management approach and its components	5, 21-29, 55					
	103-3 Evaluation of the management approach	6-9, 21-29					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	27			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 future reporting.	SDG-8	UNGC 6
Occupational Health and Safety							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 21-23, 55					
	103-2 The management approach and its components	5, 21-23, 55					
	103-3 Evaluation of the management approach	6-9, 21-29					
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	22			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 future reporting.	SDG-3, 8	UNGC 1, 2

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Part Omitted	Reason	Explanation	UN SDG	UNGC Principles
				Omission			
Training and Education							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 23-24, 55					
	103-2 The management approach and its components	5, 23-24, 55					
	103-3 Evaluation of the management approach	23-24					
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	23-24			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 future reporting.	SDG-8	
Diversity and Equal Opportunity							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 24-26, 55					
	103-2 The management approach and its components	5, 24-26, 55					
	103-3 Evaluation of the management approach	24-26					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	27-29, 56-59				SDG-5, 10	UNGC 1, 6
	405-2 Ratio of basic salary and remuneration of women to men	24			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 our future reporting.	SDG-5, 10	UNGC 1, 6
Customer Privacy							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	5, 36, 37, 55					
	103-2 The management approach and its components	36, 37					
	103-3 Evaluation of the management approach	36, 37					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	37					

Independent Limited Assurance Statement

EY
Building a better
working world

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 2020. 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 2020 Annual Report ('the Report') for the year ended 30 June 2020, as shown in the table below.

Chapter	Material topic	Non-financial matters and associated performance disclosures	Annual Report page
Our customers and communities	Customer experience	► Customer Complaints	36
	Post office network viability	► Retail Customer Visits	29
Our people	Fair labour practices	► Gender Pay Parity	22
	Employee safety, health and wellbeing	► Total Recordable Injury Frequency Rate (TRIFR)	20
Our environment	Greenhouse gas (GHG) emissions	► Energy consumed (GJ) ► Renewable energy produced (GJ) ► Total Scope 1, 2, 3 GHG emissions (tCO$_2$-e)	53

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 includes 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 18 June 2020.

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
► Performed analytical procedures 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
23 September 2020

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 report 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 – 2020

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 regards 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 2020 LBG reporting year as defined by LBG methodology.

Cash	$	1,817,812
Time	$	1,560
In-kind	$	17,756,081
Management costs	$	1,385,244
TOTAL	$	20,960,697

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

Leverage**	$	1,999,751
Revenue foregone^	$	31,549,760

**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 Simon J. Robinson
On behalf of LBG Australia & New Zealand August 2020
Issued August 2020 Updated