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4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	16–17 44–52	Board and leadership team Corporate governance	Full
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4.3 Number and gender of members of the highest governance body that are independent and/or non-executive members	16–17	Board and leadership team	Full
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	18–19	Stakeholder engagement	Full
4.5 Linkage between compensation for senior executives and the organisation's performance	44–52	Corporate governance	Full
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided	44–52	Corporate governance	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	44–52	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	14–15	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	44–52	Corporate governance	Full
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	44–52	Corporate governance	Full
Commitments to external initiatives			
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organisation	50	Corporate governance	Full
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Stakeholder engagement			
4.14 List of stakeholder groups engaged by the organisation	18–19	Stakeholder engagement	Full
4.15 Basis for identification and selection of stakeholders with whom to engage	18–19	Stakeholder engagement	Full
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	18–19	Stakeholder engagement	Full
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded	18–19	Stakeholder engagement (also see additional information on our stakeholder engagement activities at auspost.com.au/annualreport2014)	Full
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Disclosure on management approach	144	About this report – full disclosure on website (auspost.com.au/annualreport2014)	Full

G3.1 Performance indicators	Page(s)	Report section(s)	Coverage
Environmental performance indicators			
EN1 Materials used by weight or volume	41	Driving environmental change	Partial
EN2 Percentage of materials used that are recycled input materials	41	Driving environmental change	Full
EN3 Direct energy consumption by primary energy source	39–40	Driving environmental change – see Environment data online	Full
EN4 Indirect energy consumption by primary source	39–40	Driving environmental change – see Environment data online	Full
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EN16 Total direct and indirect greenhouse gas emissions by weight	39–41	Driving environmental change	Full
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved	39–41	Driving environmental change	Full
EN22 Total weight of waste by type and disposal method	41	Driving environmental change	Full
EN23 Total number and volume of significant spills	39	Driving environmental change	Full
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	41	Driving environmental change	Full
EN27 Percentage of products sold and their packaging materials that are reclaimed by category	41	Driving environmental change	Full
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	39	Driving environmental change	Full
Social performance indicators			
Labor practices and decent work			
LA1 Total workforce by employment type, employment contract, and region, broken down by gender	35	Supporting our people	Full
LA2 Total number and rate of new employee hires and employee turnover by age group, gender, and region	35	Supporting our people	Partial
LA4 Percentage of employees covered by collective bargaining agreements	35	Supporting our people	Full
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender	32–33	Supporting our people	Partial
LA10 Average hours of training per year per employee, by gender, and by employee category	33–34	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	34–35	Supporting our people	Partial
LA15 Return to work and retention rates after parental leave, by gender	35	Supporting our people	Partial
Human rights			
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	35	Supporting our people	Partial
HR4 Total number of incidents of discrimination and corrective actions taken	35	Supporting our people	Full
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	35	Supporting our people	Full
Society			
SO1 Percentage of operations with implemented local community engagement, impact assessments, and development programs	18–19 36–38	Stakeholder engagement Making a positive social contribution	Full
SO2 Percentage and total number of business units analysed for risks related to corruption	48, 50	Corporate governance	Partial
SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	48	Corporate governance	Full

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Product responsibility			
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	20–21	Improving our customer experience	Full
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	48	Corporate governance	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	48	Corporate governance	Full
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	48	Corporate governance	Full
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	48	Corporate governance	Full
Economic performance indicators			
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	12–13 53–140	Financial report Financial and statutory reports	Full
EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change	50	Corporate governance	Partial
EC3 Coverage of the organisation's defined benefit plan obligations	135	Statutory reporting requirements	Full
Logistics and Transportation (LT) Sector Supplement indicators (2006)			
LT2 Breakdown of fleet composition	40	Driving environmental change	Full
LT9 Description of policies and programmes to determine working hours and rest hours, rest facilities, and leave for those driving and operating fleets	32	Supporting our people	Full
LT12 Number of road fatalities of drivers or third parties per million kilometres driven	33	Supporting our people	Full
LT14 Description of policies and programmes for public access to mail services	14 123	About Australia Post Community service obligations	Full

Note: for additional environment data go to auspost.com.au/annualreport2014