



GRI G4 content index

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
Strategy and Analysis			
G4-1 Statement from the most senior decision-maker	4	Chairman's message	Full
	5	Managing Director and Group CEO's message	
Organisational Profile			
G4-3 Name of the organisation	Cover	Cover	Full
G4-4 Primary brands, products, and services	8-9	Our business	Full
	21-25	Building our parcels business	
G4-5 Location of the organisation's headquarters	Inside back cover	Contact details	Full
G4-6 Countries where the organisation operates	8-9	Our Business	Full
G4-7 Nature of ownership and legal form	2	Introduction	Full
G4-8 Markets served by organisation	8-9	Our Business	Full
G4-9 Scale of the organisation	36	Our people at a glance	Full
	14-15	Financial performance	

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
G4-10 Workforce composition	36	Our people at a glance	Partial
	123	Australia Post – the statistics	
G4-12 Organisation's supply chain	8–13	Our Business	Full
G4-13 Significant changes to the organisation during the reporting period	4	Chairman's message	Full
	5	Managing Director and Group CEO's message	
G4-14 Explanation of whether and how the precautionary approach or principle is addressed by the organisation	56	Recognising and managing risk	Partial
G4-15 Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Inside back cover	Commitment to external initiatives	Full
G4-16 Memberships of associations (such as industry associations) and national or international advocacy organisations	Inside back cover	Commitment to external initiatives	Full
Identified Material Aspects and Boundaries			
G4-17 Entities included in the organisation's consolidated financial statements or equivalent documents; and whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report	14–15	Financial performance	Full
	98	Financial and statutory reports	

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
G4-18 Process for defining report content and aspect boundaries, and how the organisation has implemented the Reporting Principles for Defining Report Content	2 128	Introduction About this report	Full
G4-19 Material aspects identified in the process for defining report content	-	See materiality table below	Full
G4-20 For each material aspect, report the aspect boundary for the organisation	-	See materiality table below	Full
G4-21 For each material aspect, report the aspect boundary outside the organisation	-	See materiality table below	Full
G4-22 Explanation of the effect of any re-statements of information provided in earlier reports	n/a	No restatements to report	na
G4-23 Significant changes from previous reporting periods in the scope and aspect boundaries	n/a	No significant changes to report	na
G4-24 Stakeholder groups engaged by the organisation	16	Engaging our stakeholders	Full
G4-25 Basis for identification and selection of stakeholders with whom to engage	16	Engaging our stakeholders (also see additional information on our stakeholder engagement activities at auspost.com.au/annualreport2015)	Full

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
G4-26 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	16	Engaging our stakeholders	Full
	44	Engaging the community (also see additional information on our stakeholder engagement activities at auspost.com.au/annualreport2015)	
G4-27 Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded	16	Engaging our stakeholders	Full
	44	Engaging the community (also see additional information on our stakeholder engagement activities at auspost.com.au/annualreport2015)	
Report Profile			
G4-28 Reporting period	128	About this report	Full
G4-29 Date of most recent previous report	128	About this report	Full
G4-30 Reporting cycle	128	About this report	Full
G4-31 Contact point	Inside back cover	Feedback	Full
G4-32 Report the “In accordance” option; report the <i>GRI</i> Content Index for the chosen option; and report the reference to the <i>External Assurance Report</i> , if the report has been externally assured	128	“In accordance – Core”	Full
	48	G4 content index Detailed G4 content index online (auspost.com.au/annualreport2015)	
	128	About this report	
G4-33 Assurance: report the organisation’s policy and current practice with regard to seeking external assurance for the report	128	About this report	Full
	49	Assurance statement	

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
Governance			
Governance Structure and Composition			
G4-34 Governance structure	6-7	Board and leadership team	Full
	51-53	Principle: Structure the Board to add value	
Ethics and Integrity			
G4-56 Organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	13	Our people are the heart of our business	Full
	54	Principle: Act ethically and responsibly	
Economic Indicators			
Economic Performance			
Disclosure on Management Approach (DMA) Economic performance	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EC1 Direct economic value generated and distributed	14-15	Financial performance	Full
G4-EC4 Financial assistance received from government	2	Introduction	Full
Environmental Indicators			
Energy			
DMA Energy	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN3 Energy consumption within the organisation	44-46	Environmental sustainability – see environment data online	Yes
G4-EN4 Energy consumption outside of the organisation	44-46	Environmental sustainability – see environment data online	Yes
G4-EN6 Reduction of energy consumption	44-46	Environmental sustainability – see environment data online	Yes

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Emissions			
DMA Emissions	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1)	44-46	Environmental sustainability	Full
G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2)	44-46	Environmental sustainability	Full
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)	44-46	Environmental sustainability	Full
G4-EN19 Reduction of greenhouse gas (GHG) emissions	44-46	Environmental sustainability	Full
Effluents and Waste			
DMA Effluents and waste	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN23 Total weight of waste by type and disposal method	47	Waste reduction program	Full
G4-EN24 Total number and volume of significant spills	44	Environmental sustainability	Full
Products and Services			
DMA Products and Services	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN27 Extent of impact mitigation of environmental impacts of products and services	44-47	Environmental sustainability	Partial

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
G4-EN28 Percentage of products sold and their packaging materials that are reclaimed by category	47	Delivering sustainable solutions for our customers	Partial
Compliance			
DMA Compliance	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	44	Environmental sustainability	Full
Transport			
DMA Transport	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-EN30 Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	44-47	Environmental sustainability	Partial
Social Indicators - Labour Practices and Decent Work			
Employment			
DMA Employment	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender and region	36	Our people at a glance	Partial

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
G4-LA3 Return to work and retention rates after parental leave, by gender	37	Workplace flexibility and support	Partial
Occupational Health and Safety			
DMA Occupational health and safety	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-LA6 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities, by region and by gender	34-35	Strengthening our safety culture Improving our safety performance	Partial
Training and Education			
DMA Training and education	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-LA9 Average hours of training per year per employee by gender, and by employee category	33	Post People 1st	Partial
G4-LA10 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	33	Post People 1st	Full
Diversity and Equal Opportunity			
DMA Diversity and Equal Opportunity	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-LA12 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	Embracing diversity	Partial

G4 Disclosure and Description	Page(s)	Report section(s)	Coverage
Society Indicators - Local Communities			
DMA Local communities	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-SO2 Operations with significant actual and potential negative impacts on local communities	42-44	Delivering a better future ... for our community Engaging the community	Full
Product Responsibility Indicators			
Product and Service Labelling			
DMA Product and service labelling	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-PR5 Results of surveys measuring customer satisfaction	38 39	Delivering a better future ... for our customers Consumer perspective	Full
Customer Privacy			
DMA Customer privacy	-	See disclosure on management approach online (auspost.com.au/annualreport2015)	Full
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	54	Protecting privacy	Full

Note: for additional information and supporting data go to auspost.com.au/annualreport2015



Materiality Table: Australia Post material topics, GRI aspects and reporting boundary

Material Topic	GRI Aspect	Reporting Boundary
Digital capability and access	n/a	Internal/external
Employee development and retention	Employment Training and education Diversity and equal opportunity	Internal
Employee health and safety	Occupational health and safety	Internal
Engaging and influencing government	n/a	External
Improving parcel delivery service	Product and service labelling	External
Information security/privacy	Customer privacy	External
Innovation	n/a	Internal/External
Local community investment	Local communities	External
LPO network sustainability	Local communities	External
Operating profitability	Economic performance	Internal/External
Positioning in a changing competitive landscape	n/a	External
Product stewardship	Products and services	Internal/External
Regulatory and service obligation compliance	n/a	External
Resource consumption	Energy Emissions Effluents and waste Products and services Compliance Transport	Internal/External
Responsible and strategic sourcing of products & services	n/a	External
Responsible contractor management	n/a	Internal/External
Repositioning our brand	n/a	External
Rural and regional access	n/a	External
Transparency and disclosure	n/a	Internal/External
Viable letters business	Product and service labelling	External
Workforce engagement	n/a	Internal