



Disclosures on management approach

This table summarises how financial and corporate responsibility policies and procedures are integrated into our business plans and everyday operations, for the purpose of meeting the requirements of the GRI's **Disclosure on Management Approach**. Further information on our goals and performance for each area can be found in the relevant sections of our 2015 Annual Report (auspost.com.au/annual-report2015).

	Community	People	Products & services	Environment	Economic
GRI Aspects	Local Communities	Employment Occupational Health and Safety Training and Education Diversity and Equal Opportunity	Product and Service Labelling Customer Privacy	Energy Emissions Effluents and Waste Products and Services Compliance Transport	Economic Performance
Why the aspect is material	Engaging with and meeting the needs and expectations of communities across Australia is central to our business	Our people are our most valuable assets and delivering a better future for our employees means creating a workplace that offers security, safety and inclusivity	Our focus is on providing every customer, regardless of their location, with the means to access goods, services and business opportunities quickly, cheaply and as safely as possible	The environment is considered in everything we do and we continue to reduce our environmental footprint and especially our greenhouse gas emissions	Reforming our business will allow us to adapt to the changing needs of consumers, businesses and government as we embrace the evolution of the digital economy
Goals & performance	Refer to pages 16-17, 42-44	Refer to pages 33-37	Refer to pages 4, 5, 8, 9, 18, 19, 21-31, 38-41, 47, 54	Refer to pages 44 - 47	Refer to pages 14-15, 69-105
Policy	Our Community Relations strategy guides our	Australia Post's Human Resources policy framework comprises:	Our community service obligations, mail services and complaint resolution procedures	Australia Post has an Environment Policy that is endorsed by the board, and	Australia Post is a government business enterprise established

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	<p>community investment activities.</p> <p>It includes:</p> <ul style="list-style-type: none"> • community involvement • running the Community Engagement program in rural and regional areas • hosting the National Conversation online portal • managing our community investment program and community partnerships • partnerships • corporate responsibility • hospitality • events • business memberships. 	<ul style="list-style-type: none"> • Equal Employment Opportunity Policy • Occupational Health and Safety Policy • Diversity Policy • Our Ethics Policy • Harassment, Discrimination and Bullying Policy • Whistleblower Policy. <p>The HR Manual provides details on the terms and conditions of employment, the majority of which are contained in our Enterprise Agreement and individual agreements with contractual managers.</p> <p>The Enterprise Agreement covers our Award-level employees.</p>	<p>are outlined in our Customer Service Charter (available at auspost.com.au).</p> <p>The various Post Guide booklets describe policies, procedures and customer requirements relating to our products and services.</p> <p>Our national Competition and Consumer Compliance program comprises policies, guidelines, online resources, employee training, a clearance process for advertising and promotional material and an issues register.</p> <p>Our Privacy Compliance program helps to ensure that we protect the personal information of our customers, employees and business partners.</p> <p>Commercial Trading Agreements with suppliers require full compliance with relevant laws.</p> <p>Our Supplier Code of Conduct expects our contracted suppliers to meet ethical, social and environmental standards of conduct.</p>	<p>an Energy Policy that is endorsed by the executive committee.</p> <p>Our environmental monitoring and programs are managed through an environmental management system, which is aligned with ISO14001.</p> <p>We actively monitor our carbon footprint by measuring our fuel and energy use and waste disposal.</p> <p>In 2010, the Australia Post Board endorsed our carbon reduction target of 25 per cent by 2020 (using our year 2000 emission levels as the baseline)</p> <p>We are committed to reducing the environmental impact of the packaging related to our business and this program is outlined in our Australian Packaging Covenant Action Plan.</p>	<p>under the <i>Australian Postal Corporation Act 1989</i>.</p> <p>The <i>Commonwealth Authorities and Companies Act 1997</i> governs our relationship with our shareholder, the Australian Government.</p> <p>We provide an annual rolling four-year corporate plan to our shareholder.</p> <p>Our financial accounts are audited by the Australian National Audit Office.</p>
Organisational responsibility	<p>The General Manager Community Engagement oversees our community engagement and partnerships strategy.</p>	<p>The board Human Resources Committee addresses major policy, structural and remuneration issues.</p> <p>The General Manager Human Resources Group & Postal Services is responsible for the people program across the corporation.</p>	<p>The Executive General Manager Postal Services has operational responsibility for meeting the prescribed performance standards related to the frequency, speed and accuracy of mail delivery.</p> <p>The Executive General Manager Postal Services also has</p>	<p>The Head of Sustainability has operational responsibility for ensuring that we comply with all laws and guidelines, and for co-ordinating environmental programs and initiatives.</p> <p>Managers and employees have a shared responsibility to ensure that their activities are</p>	<p>The Managing Director & Group CEO and the executive committee share responsibility for the economic performance of Australia Post.</p>

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		<p>HR has dedicated HR business partners for each strategic and functional business unit, with dual reporting to the General Manager Human Resources, Group & Postal Services and relevant business unit heads.</p> <p>The Corporate Affairs & People leadership team meets regularly to ensure there is coordination of corporate affairs and HR strategies and programs.</p>	<p>operational responsibility for meeting the prescribed performance standards related to the availability and accessibility of Australia Post retail outlets and mail lodgement points.</p> <p>The Executive General Manager Parcel Services has operational responsibility for our parcel and express products and services.</p> <p>Legal Services provides advice to the business to help ensure that we meet our obligations under the <i>Competition and Consumer Act 2010</i>. All advertising and marketing material is vetted through a Competition and Consumer Clearance process, through which all material is reviewed by representatives from Shareholder Relations, Brand Governance and Legal Services.</p> <p>Legal Services is responsible for managing our Privacy Compliance program.</p> <p>Strategic Procurement is responsible for managing the Supplier Code of Conduct.</p>	legally-compliant, and are in line with our environmental policy and commitments.	
Training and awareness	<p>Our community relations team is responsible for managing community engagement, corporate responsibilities, events and partnerships.</p> <p>Employees are informed of community programs and initiatives through our</p>	<p>In 2014/15, the corporation focused on the following areas:</p> <ul style="list-style-type: none"> • safety, through continuation of the I Am for Zero initiative, holding our fourth annual enterprise Safety Time campaign "Permission to Pause" across the whole organisation, and refreshing 	<p>Copies of the Customer Service Charter are made available to managers.</p> <p>We have ongoing programs to educate employees about their obligations in relation to competition and consumer and privacy laws.</p>	<p>Employees are trained in the operational control procedures applicable to their job, including recognising environmental impacts and how they can be minimised.</p> <p>Environmental awareness information is provided to our employees, licensees and contractors through our</p>	Our annual results and strategic business issues are communicated to our employees through our internal communications channels.

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	<p>internal communication channels.</p>	<p>our enterprise Health and Safety Strategy. New safety programs launched, and programs enhanced, during the reporting period included the introduction of Safety Moments at all meetings attended by senior managers, team Safety Huddles during every shift, strengthening our state-based Safety Coalitions and expanding their accountability to include tackling specific major national safety risks, and the signing of a new Occupational Health and Safety Agreement. We began implementing our Safety Leadership program, training 1,500 operational leaders across 30 catchments that represent the breadth of functions performed across our operations – and commenced rollout of this program across StarTrack. We also launched our <i>Alcohol and Other Drugs</i> policy across our transport areas.</p> <ul style="list-style-type: none"> • diversity and inclusion, through our Workforce Diversity Business strategy and new programs and initiatives aligned to our Gender strategy, Accessibility Action Plan and Culturally and Linguistically Diverse (CALD) strategy. We also reached the target set in our third Reconciliation Action Plan, established in 2013/14, underpinning our commitment to our Aboriginal and Torres Strait Islander employees 		<p>internal communication channels.</p>	

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		<p>which can be accessed online at auspost.com.au</p> <ul style="list-style-type: none"> • building enterprise capability and supporting compliance, through investment in key initiatives including: Post People 1st for skills focusing on core employability skills, change support and digital literacy supported by computer kiosks and MyLearningHub, Frontline Sales and Service, Core Compliance, Motorcycle Rider safety for postal delivery officers, and Safety Leadership programs. • health and wellbeing through a range of programs under our Health and Wellbeing strategy, including the Be well, healthy, happy program. 			
Monitoring & evaluation	<p>The Australia Post executive committee monitors our community engagement strategy.</p> <p>Australia Post has been a member of the London Benchmarking Group since 2009. We use their internationally-recognised methodology to measure and report our community investment.</p> <p>In July 2010, Australia Post became a signatory to the United Nations Global Compact (UNGC), the world's largest voluntary corporate citizenship initiative.</p>	<p>People issues are monitored through the Human Resources Committee of the Board, progress against our People and Engagement plan, and regular Corporate Affairs & People leadership team meetings.</p>	<p>Deloitte has been engaged by the Australian National Audit Office to conduct an annual audit to ensure that Australia Post has met all of its regulated performance standards.</p> <p>A summary of the audit results is included in our annual report (see pages 108-109).</p> <p>Further to this, TNS Australia monitors Australia Post's performance against our on-time delivery performance standard.</p> <p>We evaluate customer satisfaction through our Retail Customer Experience Program (Retail CX).</p>	<p>The board Audit and Risk Committee monitors our emissions levels and compliance with legal obligations.</p> <p>We actively monitor activities to ensure our environmental performance complies with our Environment and Energy policies and legal requirements.</p> <p>Our emissions data is externally audited on an annual basis.</p>	<p>The board and executive committee are regularly updated on performance and strategic business issues through board and executive committee meetings held throughout the year.</p> <p>Since 2007-08, part of the at-risk component of remuneration for the Managing Director & Group CEO, executive committee and other senior executives has included corporate responsibility-related</p>

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	Australia Post is fully committed to implementing and aligning our enterprise operation with the 10 UNGC principles that address human rights, environment and anti-corruption.				performance indicators.
Additional information	<p>This year we continued to demonstrate our commitment to the community through 'Our Neighbourhood' – a program of new and existing initiatives such as national and local partnerships, community grants, literacy programs and community products and services.</p> <p>Our efforts also engaging with the community to build awareness of the need for change and modernisation, through initiatives such as our National Conversation online platform.</p> <p>We engaged local communities in the future of Australia Post and the need for reform through our Community Engagement program, resulting in 197 community events held in 166 towns across the country.</p>	<p>The relevant Australian Commonwealth laws that direct our HR policies include: <i>Fair Work Act 2009; Human Rights and Equal Opportunity Commission Act 1986; Equal Employment Opportunity (Commonwealth Authorities) Act 1987; Age Discrimination Act 2004; Sex Discrimination Act 1984; Disability Discrimination Act 1992; Racial Discrimination Act 1975; Maternity Leave (Commonwealth Employees Act) 1973; Long Services Leave (Commonwealth Employees Act) 1976; Safety Rehabilitation and Compensation Act 1988; Work Health and Safety Act 2011; and Privacy Act 1988.</i></p>	<p>Our performance standards are outlined in the <i>Australian Postal Corporation (Performance Standards) Regulations 1998</i>.</p> <p>The Postal Industry Ombudsman investigates complaints about Australia Post under the <i>Ombudsman Act 1976</i> (pio.gov.au).</p> <p>Our Supplier Code of Conduct clearly outlines our expectations of suppliers.</p> <p>Australia Post's internal compliance policy ensures information about our products and services is honest and not misleading, and meets the legislative requirements of the <i>Competition and Consumer Act 2010</i>.</p>	<p>Major Australian laws that influence our approach to environmental management include:</p> <p><i>Energy Efficiency Opportunities Act 2006,</i></p> <p><i>National Greenhouse and Energy Reporting Act 2007</i> and</p> <p><i>Environment Protection and Biodiversity Conservation Act 1999.</i></p>	<p>We report to two Australian Government shareholder ministers:</p> <ul style="list-style-type: none"> • the Minister for Communications, and • the Minister for Finance.