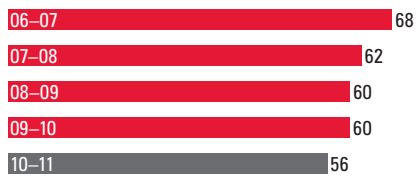


2010–11 Annual Report

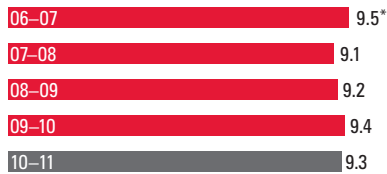
Full environment and people data

Environment data

Greenhouse gas emissions (CO₂-e tonnes) per \$ million of operating cost

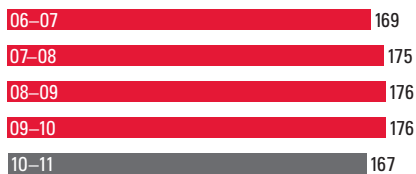


Greenhouse gas emissions (CO₂-e tonnes) per full-time employee

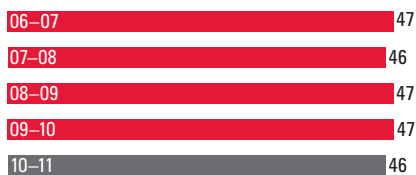


Note: Figure has been restated to be consistent with data in later years.

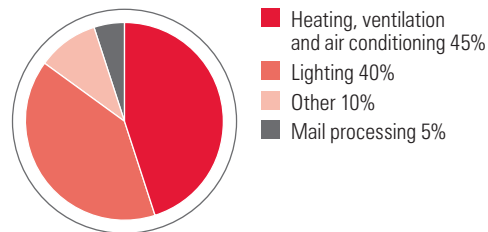
Building energy efficiency – kg CO₂-e/m² of floor space



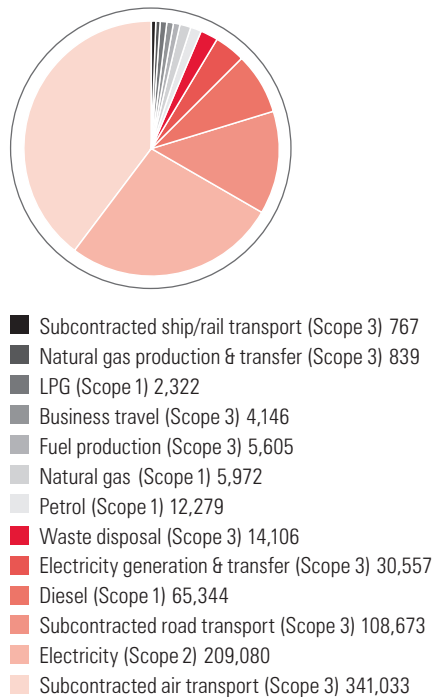
Fleet efficiency – kg CO₂ per 100 km



Facility energy consumption



Scope 1, 2 and 3 greenhouse gas emissions (tonnes) by source



Environment data

Non-hazardous waste (cubic metres)

Waste type	Stream	2006	2007	2008	2009	2010
Cardboard	Recycled	40,360	48,226	60,583	63,996	61,024
Commingled	Recycled	145	310	422	888	351
Paper	Recycled	8,297	10,553	11,037	12,122	12,288
General waste	Landfill	150,024	148,092	148,849	160,997	160,295
Total waste		200,832	207,180	220,890	238,004	233,957

Note: Data provided is in calendar year period

Scope 1 and 2 greenhouse gas emissions (tonnes) – by source

	Emission source	1999–2000	2006–07	2007–08	2008–09	2009–10	2010–11
Scope 1 – Direct emissions	Natural gas	5,444	5,243	5,424	6,288	5,095	5,972
	LPG – non-transport	75	467	690	720	705	730
	Diesel – non-transport	0	0	0	0	44	40
	Heating oil	68	49	26	0	0	0
	Diesel	57,258	69,610	67,811	69,103	67,934	65,304
	Petrol	15,443	15,589	15,002	14,053	12,807	12,279
	LPG transport	0	8	490	1,724	1,690	1,592
	Total	78,288	90,966	89,443	91,888	88,275	85,917
Scope 2 – Indirect emissions	Electricity	219,597	226,813	219,756	218,885	221,724	209,080
Scope 1 and 2 – Direct and indirect emissions	Total of all Scope 1 and 2 emissions	297,885	317,779	309,199	310,773	309,999	294,997

Note: The emission factors used to calculate this data were sourced from the Federal Government's National Greenhouse Accounts workbook.

Scope 3 greenhouse gas emissions (tonnes) – by source

	Emission source	1999–2000	2006–07	2007–08	2008–09	2009–10	2010–11
Scope 3 – Other indirect emissions	Electricity generation and transfer	31,128	32,804	29,890	29,145	32,554	30,557
	Natural gas production and transfer	1,577	1,573	1,375	1,333	1,039	839
	Fuel production	7,871	9,442	7,854	6,460	6,387	5,605
	Subcontracted road transport	*	*	*	122,897	139,788	108,673
	Subcontracted rail transport	*	*	*	414	684	709
	Subcontracted air transport	*	*	*	325,511	294,911	341,033
	Subcontracted ship transport	*	*	*	70	63	58
	Business travel	*	*	*	13,814	4,376	4,146
	LPOs electricity consumption	*	*	*	13,932	18,031	16,704
	Waste disposal	29,031	12,482	22,510	20,243	17,830	14,106
	Total	69,607	56,301	61,629	533,819	515,663	522,430

Note: Scope 3 emissions are based on calendar-year period due to time constraints (except energy and fuel production/transfer as data was available).

* Data not available.

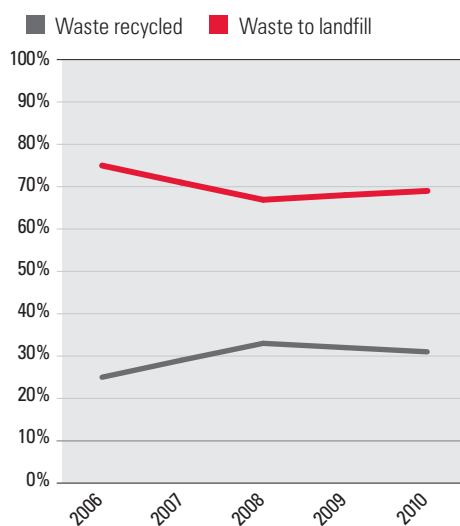
Environment data

Facility energy consumption (gigajoules)

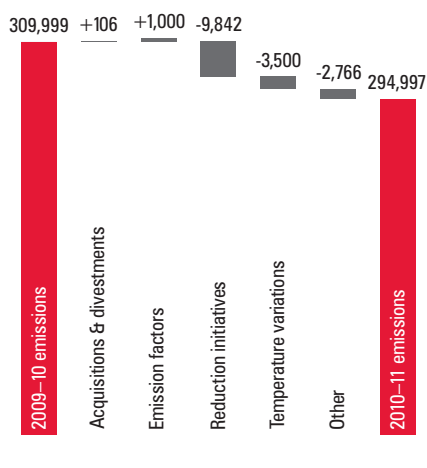
Energy source	2006–07	2007–08	2008–09	2009–10	2010–11
Electricity	840,126	819,963	820,417	837,222	786,134
Natural gas	101,232	105,033	122,493	99,259	116,352
LPG – non-transport	7,893	11,575	12,025	11,770	12,185
Diesel – non-transport	0	0	0	630	573
Heating oil	19	10	0	0	0
Total energy	949,270	936,581	954,935	948,881	915,244

Note: Figures have been adjusted to reflect the change to financial year reporting and to include consumption data that was not billed by energy retailers in previous years.

Waste disposed to landfill or recycled



2010–11 greenhouse gas emissions profile (CO₂-e tonnes)

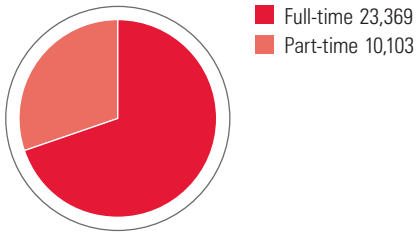


Composition of vehicle fleet

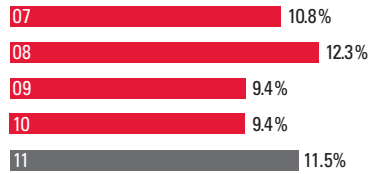
Summary	Fuel type	Number of vehicles	Percentage of vehicles EURO 4–5	Fuel consumed (litres)	Kilometres travelled	Efficiency (litres/100km)	Carbon emissions (t CO ₂ -e)
Motorcycle	Petrol	7,015	n/a	3,197,298	61,042,717	5.2	7,318
Sedans/wagons	Diesel, petrol, LPG	824	n/a	2,490,913	20,069,168	12.4	5,077
Sedans/wagons (hybrid)	Petroleum	68	n/a	93,438	1,746,202	5.4	130
Mail vans	Diesel, petrol	1,081	n/a	3,690,443	32,211,335	11.5	9,940
Miscellaneous	Diesel, petrol, LPG	286	n/a	659,358	5,635,835	11.7	1,542
Small trucks	Dieseline	89	23%	628,970	2,721,543	23.1	1,662
Small trucks (hybrid)	Dieseline	1	100%	5,972	35,232	17.0	49
Large trucks	Diesel	349	59%	7,254,822	23,441,486	30.9	19,537
Prime movers	Diesel	133	40%	12,595,023	23,722,737	53.1	33,922
Total fleet	Various	9,845	56%	30,616,236	170,626,255	17.9	79,175

People data

Employment by type

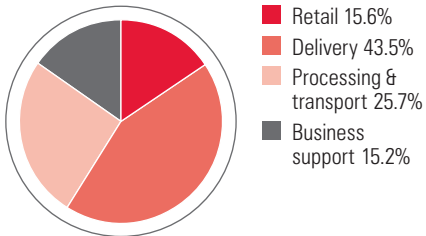


Overall turnover rates

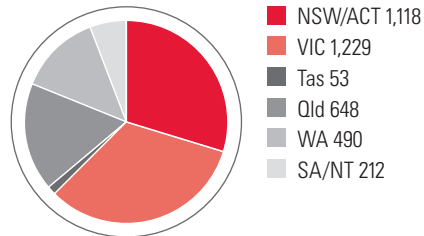


Note: Data is based on average headcount for permanent full-time and part-time staff only.

Employment by occupation

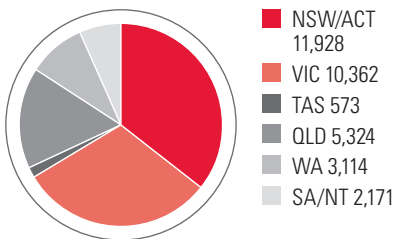


Turnover rates by region

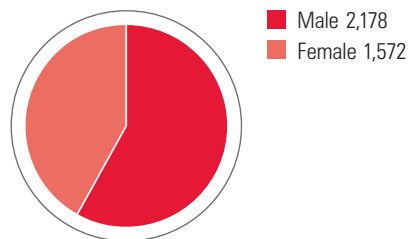


Note: Data is based on average headcount for permanent full-time and part-time staff only.

Employment by region

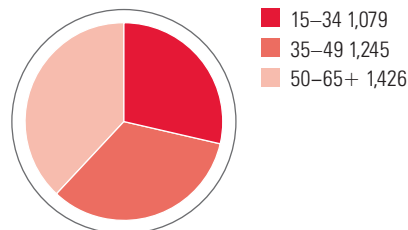


Turnover rates by gender



Note: Data is based on average headcount for permanent full-time and part-time staff only.

Turnover rates by age



Note: Data is based on average headcount for permanent full-time and part-time staff only.

People data

Rates of injury, occupational disease, lost days and fatalities

	2009–10	2010–11
Injury rate ¹	4.8	3.5
Occupational disease rate (ODR) ²	1.13	2.3
Lost-day rate (LDR) ³	0.0016	0.0017
Fatalities (number)	1	0
Fatality rate (per million km)	0.005	0

- 1 The number of injuries divided by the number of hours worked (per 200,000 hours).
 2 The number of diseases divided by the number of hours worked (per 200,000 hours).
 3 The number of days lost to injury and disease divided by the number of days worked.

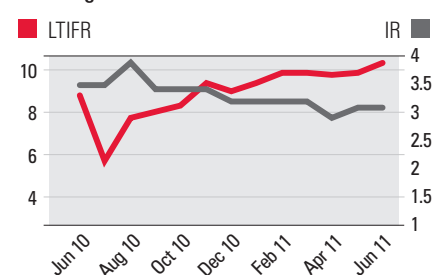
Workforce and diversity profile – year on year comparison

Indicator	2008–09	2009–10	2010–11
Average retirement age	63.0	58.9	61.4
Proportion of women in executive positions (%)	20.5	21.4	29.1
Proportion of women (%)	40.1	39.8	39.8
Proportion of Indigenous Australians (%)	1.7	1.7	1.8
Proportion of people with disabilities (%)	8.4	8.2	7.8
Proportion of people from non-English-speaking backgrounds (%)	22.6	22.8	22.7

Diversity profile

	Number	Proportion (%)
Women (Total)	13,336	39.8
Managers	649	33.7
Executives	95	29.1
Indigenous Australians (Total) (Includes 48 traineeships)	588	1.8
Managers	10	0.5
Executives	3	0.9
People with a disability (Total)	2,616	7.8
Managers	152	7.9
Executives	23	7.0
People from non-English-speaking backgrounds (Total)	7,612	22.7
Managers	355	18.4
Executives	31	9.5
Age (Total under 30 years)	3,047	9.1
Age (Total 30–50 years)	18,537	55.4
Age (Total above 50 years)	11,888	35.5

Safety performance: LTIFR against incident rate



LTIFR = lost time injuries per million hours worked.
 IR = number of incidents per 100 FTE (hours worked).