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	Stakeholder engagement				
	4.14	List of stakeholder groups engaged by the organisation	16–17	Stakeholder engagement	Full ●
4.15	Basis for identification and selection of stakeholders with whom to engage	16–17	Stakeholder engagement	Full ●	
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GRI Performance Indicators		Page(s)	Report section	Coverage	
Environmental (EN)	EN1	Materials used by weight or volume	45	Connecting with our customers	Partial
	EN2	Percentage of materials used that are recycled input materials	45	Connecting with our customers	Full
	EN3	Direct energy consumption by primary energy source	46–48	Managing our environmental impact	Full
	EN4	Indirect energy consumption by primary source	46–48	Managing our environmental impact	Full
	EN5	Energy saved due to conservation and efficiency improvements	47–48	Managing our environmental impact	Full
	EN8	Total water withdrawal by source	49	Managing our environmental impact	Full
	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	49	Managing our environmental impact	Full
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	49	Managing our environmental impact	Full
	EN16	Total direct and indirect greenhouse gas emissions by weight	46–47	Managing our environmental impact	Full
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	EN22	Total weight of waste by type and disposal method	49	Managing our environmental impact	Full
	EN23	Total number and volume of significant spills	46	Managing our environmental impact	Full
	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	45	Managing our environmental impact	Full
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category	45	Managing our environmental impact	Full
	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	46	Managing our environmental impact	Full
	Human rights (HR)	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	36	Supporting our people
HR4		Total number of incidents of discrimination and corrective actions taken	36	Supporting our people	Partial
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	36	Supporting our people	Full
Labor practices and decent work (LA)	LA1	Total workforce by employment type, employment contract, and region broken down by gender	36–37	Supporting our people	Full
	LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	37	Supporting our people	Full
	LA4	Percentage of employees covered by collective bargaining agreements	36	Supporting our people	Full
	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender	35	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	36–37	Supporting our people	Partial
	LA15	Return to work and retention rates after parental leave, by gender	37	Supporting our people	Partial

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Society (SO)	S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs	16–17 42 48	Stakeholder engagement Connecting with our customers Managing our environmental impact	Full ●
	S02	Percentage and total number of business units analysed for risks related to corruption	43	Connecting with our customers	Partial ●
	S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations	44	Connecting with our customers	Partial ●
Product responsibility (PR)	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	44	Connecting with our customers	Full ●
	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	43–44	Connecting with our customers	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	44	Connecting with our customers	Full ●
	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	43	Connecting with our customers	Partial ●
	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	44	Connecting with our customers	Full ●
Economic (EC)	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	51	Financial report	Full ●
	EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	33	Managing our environmental impact	Partial ●
	EC3	Coverage of the organisation's defined benefit plan obligations	84	Superannuation	Full ●
LT Logistics and transportation sector supplement indicators	LT2	Breakdown of fleet composition	48	Managing our environmental impact	Full ●
	LT9	Mobile worker working patterns	37	Supporting our people	Partial ●
	LT12	Number of road fatalities of drivers or third parties per million kilometres driven	35	Supporting our people	Partial ●
	LT14	Description of policies and programmes for public access to mail services (e.g., distance to postal office and mail boxes)	28–31 115	Providing trusted services Community service obligations	Full ●

GRI indicator EC9: Indirect economic impacts has not been reported in 2010–11.