



Corporate Responsibility Indices 2022

UN Global Compact

UN Global Compact – Communication on Progress 2022

Australia Post has been a signatory to the United Nations (UN) Global Compact since 2010, committing the business to operate in accordance with the UN Global Compact’s Ten Principles. This summary table supplements the 2022 Annual Report as Australia Post’s official Communication on Progress, an annual reporting requirement of the Global Compact.

Principles		Australia Post approach	Where to find out more
Human rights principles	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	<p>At Australia Post Group we are committed to ensuring that we are not directly or indirectly complicit in human rights abuses and recognise our role in remedying abuses, should they ever occur – including addressing the risk of modern slavery. Our commitment is inspired by and in-line with Australian law and international human rights treaties, such as the UN Universal Declaration of Human Rights and the International Labour Organisation Declaration on Fundamental Rights at Work.</p> <p>Our approach is articulated by our Group Modern Slavery Standard and supported by Our Ethics, our Supplier Code of Conduct, our Sustainable Procurement Program, and our Group Corporate Responsibility Policy. Combined, these policies and processes provide clarity on our commitment to respect universal principles, our expectations on stakeholders, our due diligence processes, our actions, and our governance.</p> <p>Since 2020 we have publicly produced our Modern Slavery Statements in line with the Australian Modern Slavery Act 2018. The FY22 Modern Slavery Statement outlines how Australia Post identifies and addresses modern slavery risks in our operations and extended supply chains. It captures our trajectory to date, details how we continuously improve our approach and key priorities for the year ahead.</p>	<p>Group Modern Slavery Standard</p> <p>Group Corporate Responsibility Policy</p> <p>Our Ethics</p> <p>Supplier Code of Conduct</p> <p>Modern Slavery Statement 2022</p> <p>Annual Report 2022</p>
	Principle 2: Businesses should make sure that they are not complicit in human rights abuses		

Principles		Australia Post approach	Where to find out more
Labour principles	Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	We are one of Australia’s largest employers, with the majority of our people and extended workforce employed in our delivery, post office and operational networks. We have a long-standing commitment to international labour standards and ethical processes, such as the UN Universal Declaration of Human Rights, the UN Convention on the Rights of the Child, and the International Labour Organisation Declaration on Fundamental Rights at Work. We prohibit any form of discrimination and are committed to safe and healthy working conditions, the right to freedom of association and collective bargaining, and to effective information and consultation procedures.	Our Ethics Supplier Code of Conduct Group Modern Slavery Standard Group Corporate Responsibility Policy Modern Slavery Statement 2022 Annual Report 2022
	Principle 4: Businesses should uphold the elimination of all forms of forced and compulsory labour		
	Principle 5: Businesses should uphold the effective abolition of child labour		
	Principle 6: Business should uphold the elimination of discrimination in respect of employment and occupation		
		Our approach is articulated by Our Ethics and our Enterprise Agreements, and supported in practice by our Supplier Code of Conduct, our Sustainable Procurement Program, and our Modern Slavery Standard – along with our work with Sedex (Supplier Ethical Data Exchange) that underpins how we assess and mitigate risk through our procurement processes. These resources outline the standards of conduct and behaviour that every member of our workforce, including our extended network of partners, embraces. These policies and processes are designed to support the elimination of all forms of forced labour and compulsory labour, and the promotion of a culture where everyone is encouraged to value and celebrate differences in beliefs, opinions, perspectives and culture.	
		Our Modern Slavery Statement 2022 outlines our key milestones and priorities for the year ahead. Additionally, <i>Our People</i> section of our integrated Annual Report 2022 provides further details about our performance and future outlook.	

Principles		Australia Post approach	Where to find out more
Environmental principles	Principle 7: Businesses should support a precautionary approach to environmental challenges	With our broad reach across the country and a presence in almost every community, we recognise the important role that we must play in helping reduce negative environmental impacts, facilitating a circular economy, and driving a sustainable future for all Australians.	Group Corporate Responsibility Policy Our Ethics Annual Report 2022 2020-2022 Corporate Responsibility Plan 2025 Sustainability Roadmap
	Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility	Our approach is articulated by our Group Corporate Responsibility Policy and our 2020-2022 Group Corporate Responsibility Plan, and supported by Our Ethics. We have identified the most salient environmental issues and outlined our plan to deliver a sustainable future. One that meets the needs of the present without compromising the ability of future generations to meet theirs.	
	Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies	Our 2025 Sustainability Roadmap is built around six key initiatives that we aim to deliver by 2025, including;	
		<ul style="list-style-type: none"> a) decrease waste to landfill by 20% (FY19 baseline); b) increase recycling rate to 70%; c) reduce emissions by 15% (FY19 baseline); and d) source 100% renewable electricity. <p>Our 2025 Sustainability Roadmap amplifies our previous ambitions and announces that we will target Net Zero emissions by 2050 in support of the Australian Government's commitment.</p> <p><i>Our Environment</i> section of our integrated Annual Report 2022 provides detailed disclosures on our progress, key milestones, and our future outlook.</p>	
Anti-corruption principles	Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery	<p>We are committed to working against corruption in all its forms and expect our employees, business partners and suppliers to adhere to all international agreements and Australian legislation.</p> <p>Our approach is articulated by Our Ethics, which all employees must adhere to, and further supported in practice by our Sustainable Procurement Program, our Supplier Code of Conduct, and our work with suppliers through Sedex. The Group maintains a comprehensive system of corporate governance practices designed to provide appropriate levels of disclosure and accountability.</p> <p>Every year we conduct thorough and independent third-party audits and assurance to ascertain the integrity of our processes and operations in-line with our anti-corruption commitment. In FY22, Australia Post has not been involved in any cases, rulings or other events related to corruption or bribery.</p>	Our Ethics Supplier Code of Conduct





UN Sustainable Development Goals











Advancing the UN Sustainable Development Goals






In 2016, Australia Post was one of the first Australian organisations to embrace the United Nations’ Sustainable Development Goals (SDGs), the world’s sustainability agenda for 2030. The SDGs provide a blueprint to put the world on a sustainable path and address pressing economic, social and environmental challenges.

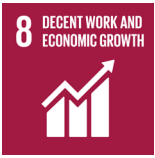


As Australia’s leading logistics and integrated services business, we recognise the interconnected nature of global issues and our operations. Our objective is to support our customers to grow and communities to thrive, to create products that people value and trust, and to always deliver great service and value to our customers and the community.




In doing so, advancing these global goals is key to seeing our customers, communities and business prosper and become more inclusive. We have therefore identified a number of specific SDGs that intersect with each stage of our operations and value chain, which inspire and guide the commitments of our 2025 Sustainability Roadmap. Partnerships are at the heart of our approach to the SDGs and how we are seeking to deliver sustainably. The following table outlines how we directly and indirectly impact the SDGs.









 Indirectly impacted by Australia Post	 Directly impacted for Australia Post
 Negative impact	 Positive impact

UN SDG	Impact	Where to find out more
 <p>No poverty</p>	 <ul style="list-style-type: none">  We provide sustainable employment for our people. We employ more than 64,900 team members and extended workforce in our delivery, retail and operational networks. The majority of these are employed in our delivery, post office and operational networks. We are a major driver of economic activity in the nation and support employment both in metro and rural and remote areas.  We provide financial solutions for disadvantaged communities and the vulnerable, with \$22.8 million invested in key community programs, activities, products and services, exceeding our community investment target.  In response to natural disasters and to support the Australia Red Cross disaster relief fund, we raised \$1.7 million by end of FY22.  Helping create jobs for vulnerable Australians through through social enterprise and Indigenous business procurement and our support of The Big Issue. 	Annual Report 2022: Our people; Our customers and communities
 <p>Zero hunger</p>	 <ul style="list-style-type: none">  We facilitate the export of food supplies internationally.  With millions of people forced to stay home due to COVID-19, we helped deliver some of the essential services. 	Annual Report 2022: Our people; Our customers and communities

UN SDG	Impact	Where to find out more
 <p>Good health and wellbeing</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We support mental health and wellbeing in the transport and logistics industries as a founding member of Healthy Heads in Trucks & Sheds; a program that has helped reduce vehicle accident-related injuries. ⊕ We are reducing the number of injuries from motorcycle incidents and recorded zero fatalities in FY22. ⊖ Workplace injuries (manual handling/body strain main cause), including mental health. ⊖ Road accidents and manual handling risks, which we are reducing through safer electric delivery vehicles and the implementation of automation to minimise touchpoints. 	<p>Annual Report 2022: Our people</p>
 <p>Quality education</p>	<p>↔</p> <ul style="list-style-type: none"> ⊕ We offer ongoing training and development opportunities to ensure continuous learning for our people. ⊕ We strive to ensure our people and stakeholders acquire the knowledge and skills needed to contribute to sustainable development through education and training, as well as engagement programs across our network. 	<p>Annual Report 2022: Our people; Our customers and communities</p>
 <p>Gender equality</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We ensure women’s full participation in the workplace, invest in programs and initiatives that improve how we attract, grow and retain female employees, and are committed to equal opportunities for women at all levels. Female representation in our workforce is ahead of the national average across all levels of employment. ⊕ We are committed to the elimination of discrimination and violence against women and girls. ⊕ We’ve achieved gender pay parity for six consecutive years and remain well below the national average pay gap of 13.8%. 	<p>Annual Report 2022: Our people</p>
 <p>Clean water and sanitation</p>	<p>↔</p> <ul style="list-style-type: none"> ⊕ We optimise the use of water resources across our operations and value chain. ⊖ Our operations and value chain might generate only minor contaminated water discharges. 	<p>Annual Report 2022: Our environment</p>
 <p>Affordable and clean energy</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We actively invest in renewable energy projects with the aspiration to offset our total electricity load. We have installed around 23,000 solar panels producing solar energy across 71 sites, and more than 35,000 energy-efficient LED lights across 107 sites. ⊕ We incorporate sustainable energy use and fuel efficiency to minimise carbon emissions across the network. 	<p>Annual Report 2022: Our environment; Our network</p>

UN SDG	Impact	Where to find out more
 <p>Decent work and economic growth</p>	<p>→</p> <ul style="list-style-type: none"> + We provide sustainable employment for our people. We employ more than 64,900 team members and extended workforce in our delivery, retail and operational networks. We have become an increasingly important driver of economic activity in regional and remote Australia. + We support job creation and economic development through our more than \$3 billion procurement spend. + Through our social enterprise and Indigenous business procurement program we support job opportunities for Indigenous Australians and disadvantaged groups where it matters most. In 2022, we exceeded our 2020-2022 target of \$60 million spend with social and indigenous businesses. - Potential changes to our workforce as a result of business transformation. 	<p>Annual Report 2022: Our people</p>
 <p>Industry, innovation and infrastructure</p>	<p>→</p> <ul style="list-style-type: none"> + As we strive to become a \$10 billion revenue company by 2025 we are upgrading our infrastructure and establishing sustainable facilities. + We increase access to information and communications technology that reduce the digital divide. + Our innovation pipeline delivers sustainable products and services for consumers. + We support the growth of innovation and entrepreneurship in Australia. 	<p>Annual Report 2022: Our innovation and expertise; Our customers and communities; Our environment</p>
 <p>Reduce inequalities</p>	<p>→</p> <ul style="list-style-type: none"> + We empower and promote the social and economic inclusion of all, and ensure equal opportunity and sustainable employment, as outlined in our Stretch 2020-22 Reconciliation Action Plan and 2020-22 Accessibility and Inclusion Action Plan. + We increased Indigenous team member representation to 3% of the workforce, and provide further opportunities for our Indigenous team members through the Emerging Leaders Program. + We support victims and survivors of domestic violence through free mail redirection and other services and policies. + We provide accessibility of services to all Australians through 12.6m delivery points and 4,310 Post Offices. 	<p>Annual Report 2022: Our people; Our customers and communities</p> <p>2020-22 Reconciliation Action Plan</p> <p>2020-22 Accessibility and Inclusion Action Plan</p>

UN SDG	Impact	Where to find out more
 <p>Sustainable cities and communities</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We support positive economic and social connection within and between urban and rural communities. ⊕ We provide access and connection among all Australians through essential services, including the provision of financial services through Bank@Post. ⊕ In FY22 we invested \$22.8 million in key community programs, activities, products and services, exceeding our community investment target, and: <ul style="list-style-type: none"> • reached 6 million letter boxes with mental health information in partnership with Beyond Blue; • delivered 280,000 books to 325 remote Indigenous communities in partnership with the Indigenous Literacy Foundation; and • raised \$1.7 million in partnership with Australian Red Cross, Beyond Blue, Australian Red Cross and the Indigenous Literacy Foundation. ⊕ We invest in technology, infrastructure and services to ensure our properties and facilities are increasingly sustainable. ⊕ Our current recycling rate is 64% and we are on track to meet our 2025 target of 70%. 	<p>Annual Report 2022: Our customers and communities; Our innovation and expertise</p>
 <p>Responsible consumption and production</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We strive to become an end-to-end enabler of the circular economy, including through establishing the multi-stakeholder Revamp network, and promote the sustainable management and efficient use of natural resources. This includes reducing our operational waste to achieve a recycling rate of 70% by 2025 and partnering strategically with businesses like MobileMuster, REDCycle, The Iconic, Upparel and PonyUp for Good to divert waste from landfill. ⊖ Potential risks of modern slavery practices in our extended supply chain. ⊖ Potential risks associated with product safety and customer data management. 	<p>Annual Report 2022: Our environment</p>
 <p>Climate action</p>	<p>→</p> <ul style="list-style-type: none"> ⊕ We actively reduce our carbon emissions and strengthen our resilience and adaptive capacity to climate-related risks. ⊕ We continuously invest in our electric delivery vehicle fleet, which currently includes 4,635 vehicles, making Australia Post the largest fleet of electric delivery vehicles in the country. ⊖ Impact of annual emissions profile (899 thousand tonnes of CO₂e in FY22). 	<p>Annual Report 2022: Our environment</p>

UN SDG	Impact	Where to find out more
 <p>Life below water</p>	 <ul style="list-style-type: none"> + We protect and sustainably manage marine and coastal ecosystems within the scope of our operations – this is further realised through projects supported by our Carbon Neutral Delivery Program, such as rehabilitation projects in the Great Barrier Reef. - Potential risk of indirect contribution to the deterioration of oceans, seas and marine resources via our packaging products and extended supply chain. 	<p>Annual Report 2022: Our environment</p>
 <p>Life on land</p>	 <ul style="list-style-type: none"> + We promote the sustainable management and restoration of ecosystems within the scope of our operations. This is further realised through projects supported by our Carbon Neutral Delivery Program, such as traditional Indigenous land management. - Potential risk of adversely impacting ecosystems and biodiversity through packaging and resource use. 	<p>Annual Report 2022: Our environment</p>
 <p>Peace, justice and strong institutions</p>	 <ul style="list-style-type: none"> + We strive to reduce corruption and bribery in all forms. - Potential risk of non-compliance with Our Ethics, policies and agreed procedures by our people and throughout our value channel. 	<p>Website – About Us</p>
 <p>Partnerships for the goals</p>	 <ul style="list-style-type: none"> + We support the global partnership for sustainable development through the goals multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources. 	<p>Annual Report 2022: Corporate Responsibility</p>

GRI Content Index with UNGC and SDG references

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
GRI 102: General Disclosures 2016	Organizational profile						
	102-1	Name of the organization	1				
	102-2	Activities, brands, products, and services	1				
	102-3	Location of headquarters	108				
	102-4	Location of operations	1				
	102-5	Ownership and legal form	1				
	102-6	Markets served	1, 44-49				
	102-7	Scale of the organization	1				
	102-8	Information on employees and other workers	1, 29			SDG 5,8	
	102-9	Supply chain	1, 8-11, 24				
	102-10	Significant changes to the organization and its supply chain	4-7, 13-19				
	102-11	Precautionary Principle or approach	65-67				UNGC 7
	102-12	External initiatives	11				UNGC 1-10
	102-13	Membership of associations	167				UNGC 1-10
Strategy							
102-14	Statement from senior decision-maker	4-5					
Ethics and integrity							
1102-16	Values, principles, standards, and norms of behavior	21				UNGC 1-10	
Governance							
102-18	Governance structure	70-73				UNGC 1-10	

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
GRI 102: General Disclosures 2016	Stakeholder engagement						
	102-40 List of stakeholder groups	68					
	102-41 Collective bargaining agreements	21, 24, 42, 98				SDG 8	UNGC 1, 3
	102-42 Identifying and selecting stakeholders	68					
	102-43 Approach to stakeholder engagement	66, 67, 68					
	102-44 Key topics and concerns raised	68					
	Reporting practice						
	102-45 Entities included in the consolidated financial statements	109, 142					
	102-46 Defining report content and topic Boundaries	68					
	102-47 List of material topics	68					
	102-48 Restatements of information	69					
	102-49 Changes in reporting	69					
	102-50 Reporting period	69; FY22					
	102-51 Date of most recent report				The previous report was tabled in Parliament in October 2021		
	102-52 Reporting cycle	Annual					
	102-53 Contact point for questions regarding the report	167					
	102-54 Claims of reporting in accordance with the GRI Standards	68,69					
	102-55 GRI content index	Corporate Responsibility Indices 2022					
	102-56 External assurance	Corporate Responsibility Indices 2022					

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Material Topics							
GRI 200 Economic Standard Series							
Economic Performance							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	12-19, 68, 69					
	103-2 The management approach and its components	12-19, 68, 69					
	103-3 Evaluation of the management approach	4-7, 12-19					
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	11				SDG 8, 9, 11	
	201-4 Financial assistance received from government	1, 15				SDG 8, 9, 11	
GRI 207: Tax 2019	207-1: Approach to tax	Tax Transparency Report 2022 (auspost.com.au)					
	207-2: Tax governance, control and risk management	Tax Transparency Report 2022 (auspost.com.au)					
	207-3: Stakeholder engagement and management of concerns related to tax	Tax Transparency Report 2022 (auspost.com.au)					
	207-4: Country-by-country reporting	Tax Transparency Report 2022 (auspost.com.au)					
GRI 300 Environmental Standards Series							
Energy							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-63, 68, 69					
	103-2 The management approach and its components	57-63, 68, 69					
	103-3 Evaluation of the management approach	4-7, 56-63, 68					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	62				SDG 7, 8, 9, 11	UNGC 7-9
	302-4 Reduction of energy consumption	62				SDG 7, 8, 9, 11	UNGC 7-9

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Emissions							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	57-63, 68, 69					
	103-2 The management approach and its components	57-63, 68, 69					
	103-3 Evaluation of the management approach	4-7, 56-63, 68					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	57-58, 62				SDG 12, 13	UNGC 7-9
	305-2 Energy indirect (Scope 2) GHG emissions	57-58, 62				SDG 12, 13	UNGC 7-9
	305-3 Other indirect (Scope 3) GHG emissions	57-58, 62				SDG 12, 13	UNGC 7-9
	305-5 Reduction of GHG emissions	58				SDG 12, 13	UNGC 7-9
Effluents and Waste							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	68, 69					
	103-2 The management approach and its components	57-63, 68-69					
	103-3 Evaluation of the management approach	4-7, 57-63, 68					
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	57-59, 63				SDG 12	UNGC 8
	306-2 Management of significant waste-related impacts	57-59, 63					
	306-3 Waste generated	62					
GRI 400 Social Standards Series							
Employment							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	22-31, 68, 69					
	103-2 The management approach and its components	22-31, 68, 69					
	103-3 Evaluation of the management approach	4-7, 22-31					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	29		Information unavailable: Our disclosure only includes total turnover rate. The breakdown by age, religion and/or gender is not available – we will seek to address this in future reporting.		SDG 8	UNGC 6

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Occupational Health and Safety							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	22-24, 68, 69					
	103-2 The management approach and its components	22-24, 68, 69					
	103-3 Evaluation of the management approach	4-7, 22, 24					
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	23				SDG 3, 8	UNGC 1, 2
Training and Education							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	22-28, 68, 69					
	103-2 The management approach and its components	22-28, 68, 69					
	103-3 Evaluation of the management approach	4-7, 22-28					
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	23, 27, 28, 3, 53				SDG 8	

GRI Standard	Disclosure	Page number(s) and/or URL(s)	Omission			UN SDG	UNGC Principles
			Part Omitted	Reason	Explanation		
Diversity and Equal Opportunity							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	25-31, 68, 69					
	103-2 The management approach and its components	25-31, 68, 69					
	103-3 Evaluation of the management approach	4-7, 25-31					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	29			Information unavailable: Our disclosure does not include breakdown by employee category (e.g. senior management, middle management) or by function (405-1b) - we will seek to address this in future reporting.	SDG 5, 10	UNGC 1, 6
	405-2 Ratio of basic salary and remuneration of women to men	25			Information unavailable: Our disclosure refers to the overall results for our workforce. The ratio is not broken down by employee category (405-2a) - we will seek to address this in future reporting.	SDG 5, 10	UNGC 1, 6
Customer Privacy							
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	37					
	103-2 The management approach and its components	37, 68, 69					
	103-3 Evaluation of the management approach	37, 68, 69					
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	37					

Independent Limited Assurance Statement



Independent Limited Assurance Statement to the Directors and Management of Australia Postal Corporation

Building a better working world

Our Conclusion:

We were engaged by Australia Postal Corporation ('Australia Post') to undertake 'limited assurance' as defined by Australian Auditing Standards, hereafter referred to as a 'review', over selected non-financial matters and associated performance disclosures included in its Annual Report for the year ended 30 June 2022. Based on our review, nothing has come to our attention that causes us to believe that the selected non-financial matters and associated performance disclosures have not been prepared, in all material respects, in accordance with the Criteria defined below.

What our review covered

We reviewed selected non-financial matters and associated performance disclosures linked to Australia Post's material topics, as disclosed in Australia Post's 2022 Annual Report ('the Report') for the year ended 30 June 2022, as shown in the table below.

Chapter	Material topic	Non-financial matters and associated performance disclosures	Annual Report page
Our customers and communities	Customer Relations	▶ Customer complaints	37
Our network	Post Office Network Viability	▶ Transactions in our Post Offices	45
Our people	Labour Practices	▶ Gender pay difference	25
	Employee Safety, Health and Wellbeing	▶ Total recordable injury frequency rate (TRIFR)	23
Our environment	Energy Management; Carbon Emissions	▶ Energy consumed (GJ) ▶ Renewable energy produced (GJ) ▶ Location-based total Scope 1, 2, 3 GHG emissions (tCO ₂ -e) (Annualised Scope 1, 2 and 3)	62

Criteria applied by Australia Post

In preparing the selected non-financial matters and associated performance disclosures, Australia Post has applied the following Criteria:

- ▶ The Global Reporting Initiative ('GRI') indicator protocols
- ▶ Australia Post's reported criteria detailed in the Annual Report.

Key responsibilities

EY's responsibility and independence

Our responsibility was to express a limited assurance conclusion on the selected non-financial matters.

We were also responsible for maintaining our independence and confirm that we have met the independence requirements of the APES 110 Code of Ethics for Professional Accountants (including Independence Standards) and have the required competencies and experience to conduct this assurance engagement.

Australia Post's responsibility

Australia Post's management was responsible for selecting the Criteria and preparing and fairly presenting the materiality process and selected material topics and associated performance disclosures in accordance with that Criteria. This responsibility includes establishing and maintaining internal controls, adequate records and making estimates that are reasonable in the circumstances.

Our approach to conducting the review

We conducted this review in accordance with the Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ASAE 3000), Assurance Engagements on Greenhouse Gas Statements (ASAE 3410) and the terms of reference for this engagement with Australia Post, as agreed on 6 June 2022.

Summary of review procedures performed

- Our procedures included, but were not limited to:
- ▶ Conducted interviews to understand the business and process for collecting, collating, and reporting the selected non-financial matters and associated performance disclosures
 - ▶ Performed analytical procedures to check the reasonableness of the data supporting performance disclosures
 - ▶ Checked the Criteria has been reasonably applied and the reasonableness of assumptions
 - ▶ Conducted detailed testing of underlying source information on a sample basis to check completeness and accuracy of data
 - ▶ Identified and tested assumptions supporting performance disclosures
 - ▶ Performed recalculations of performance disclosures to determine accuracy of quantities
 - ▶ Checked the aggregation of selected data and transcription to the Report and the appropriateness of presentation of performance disclosures.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Ernst & Young *M. Fricke*

Ernst & Young
Melbourne, Australia
29 August 2022

Meg Fricke
Partner

Limited Assurance

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Use of our Assurance Statement

We disclaim any assumption of responsibility for any reliance on this assurance report to any persons other than management and the Directors of Australia Post, or for any purpose other than that for which it was prepared.

Our review included web-based information that was available via web links as of the date of this statement. We provide no assurance over changes to the content of this web-based information after the date of this assurance statement.

Business for Societal Impact Verification Statement



Verification Statement from Business for Societal Impact (formerly LBG) – 2022

Business for Societal Impact (formerly LBG) helps businesses improve the measurement, management and reporting of their corporate community investment programs. It covers the full range of contributions (cash, time and in-kind donations) made to community causes.

As managers of Business for Societal Impact, we can confirm that we have worked with Australia Post to verify its understanding and application of the model with regards to the wide range of community investment programs supported.

Our aim has been to ensure that the evaluation principles have been correctly and consistently applied and we are satisfied that this has been achieved. It is important to note that our work has not extended to an independent audit of the data.

We can confirm that Australia Post has invested the following amounts in AUD to the community in this 2022 Business for Societal Impact reporting year as defined by the methodology.

Cash	\$	2,420,258
Time	\$	34,225
In-kind	\$	16,564,662
Management costs	\$	3,768,124
TOTAL	<u>\$</u>	<u>22,787,269</u>

In addition to verified figures, Australia Post also reported the following outputs in their submission:

Leverage**	\$	729,991
Revenue foregone^	\$	24,405,430

**leverage refers to additional third-party contributions facilitated by the company
 ^the revenue foregone for community benefit on fees, products and services provided free or discounted
 Please refer to Business for Societal Impact for detailed definitions as required



Verified by Sarah Downey and Simon J Robinson
 On behalf of Business for Societal Impact
 August 2022