

2025 SUSTAINABILITY ROADMAP

Delivering a better tomorrow

Our plan to deliver a sustainable future
that benefits all Australians



A *roadmap* for a better tomorrow

Australia Post has been delivering for more than 200 years. We have been the backbone of communities across the country and have seen the world evolve significantly during that time.

Advancements in technology and digitisation have changed consumer behaviour, while the global pandemic has accelerated eCommerce. At the same time, more frequent extreme weather events have impacted how we live and work. There's growing inequality and a need to do more to protect the health and wellbeing of people and communities.

As one of Australia's biggest and most trusted businesses, Australia Post has a responsibility and opportunity to create a more sustainable future that benefits all Australians. Our 2025 Sustainability Roadmap outlines what we will do to deliver on that future. One that sees us meet the needs of the present without compromising the ability of future generations to meet theirs.

The Sustainability Roadmap is underpinned by the UN Sustainable Development Goals, interconnects with our Post26 enterprise strategy, and is built around six key initiatives. Our Ethics, TIES values and Our AP Way describe the culture we need to deliver on those initiatives and will ensure we address what our people, customers and communities have told us they want and expect from Australia Post.

*That's because delivering for Australians involves more than delivering parcels. It's about **delivering a better tomorrow** so people and the planet can prosper.*

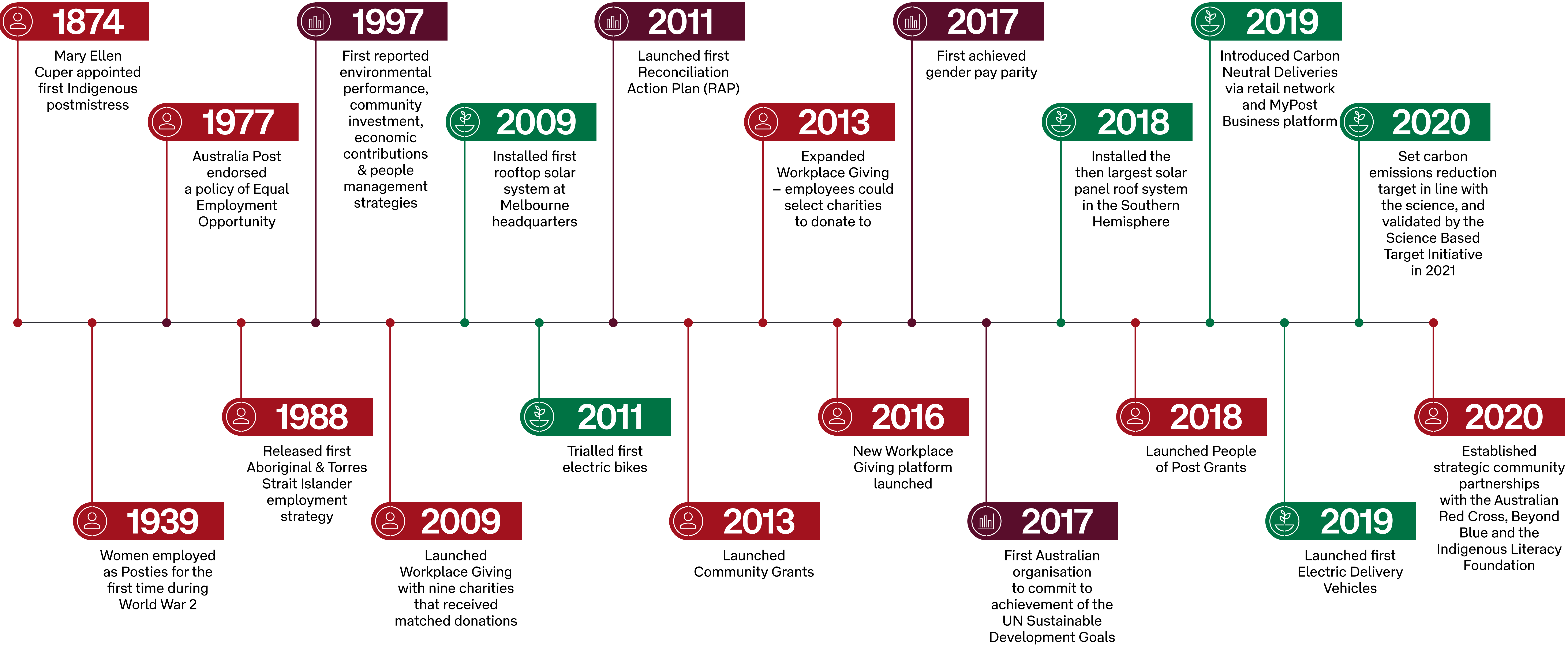
Trust	Inclusivity
Do the right thing	Respect everyone
T	I
Empowerment	Safety
Find a way	Be safe and well
E	S



Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as a team. We recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.



Our *history* of delivering a better tomorrow



Delivering for

- People
- Planet
- Prosperity

Our *track-record* of delivering a better tomorrow

Since implementing our first public facing Group Corporate Responsibility Plan in 2020 we've achieved many milestones.

From building Australia's largest fleet of electric delivery vehicles to establishing strategic partnerships with Beyond Blue, the Australian Red Cross and the Indigenous Literacy Foundation, we've seen what's possible when we collaborate to harness our power to make a difference.



Delivering for people

Reduced vehicle accident-related injuries and supported mental health initiatives, including appointing our first Chief Mental Health Officer.

Supported communities by delivering mental health information to **7.1m+** letterboxes.

280,000 culturally appropriate books delivered to children in 356 Indigenous communities.

Increased Indigenous team member representation to **3%** of our workforce, providing further support through the Emerging Leaders Program.

Fostered **workforce diversity** and belonging through inclusion networks including for team members with a disability, LGBTIQ+ team members and women.



Delivering for our planet

Invested in Australia's largest delivery fleet of **4,635** electric delivery vehicles, which equates to over 30% of the Australia Post fleet.

Offset more than **185 million** parcels, the equivalent of 260,000 tonnes of emissions or 108,000 cars off the road, through our Carbon Neutral Deliveries Program.

All Australia Post packaging contains **recycled materials and is recyclable**, with plastic satchels recyclable via REDcycle bins.

Installed **over 23,000** solar panels and 35,000 energy efficient lights across our sites nationwide.

Diverted **85,000kg** of e-waste from landfill through collaboration with our partners.



Delivering prosperity

Achieved **gender pay parity** for six consecutive years.

Spent **over \$76m** through social enterprise and Indigenous business procurement, exceeding our 2020-2022 target of \$60m.

Addressed risks of modern slavery in our operations and supply chain, and captured our approach in two Modern Slavery Statements to date.

Published thought-leadership whitepapers and practical guidance to help our customers and stakeholders grow sustainably and support the achievement of the **UN Sustainable Development Goals.**

Our 2025 Sustainability Roadmap

Our 2025 Sustainability Roadmap is driven by our purpose of *Delivering a better tomorrow* and based on six initiatives to create positive social, environmental and economic outcomes. The Roadmap directly supports and is underpinned by the UN Sustainable Development Goals (SDGs) – the globally recognised blueprint to ensure people live in a safer, cleaner, more equal and prosperous world.

Our purpose
Delivering a better tomorrow

Our priorities	Our initiatives	Our focus
 <p>Delivering for people</p>	<ol style="list-style-type: none"> 1 Empower our people to work safely 2 Reflect & support Australia’s diverse communities 	<ul style="list-style-type: none"> • Maintaining safety as our number one priority • Ensuring our teams are diverse and inclusive • Helping communities connect, grow and prosper
 <p>Delivering for our planet</p>	<ol style="list-style-type: none"> 3 Target Net Zero by 2050 4 Reduce, reuse and recycle packaging and waste 	<ul style="list-style-type: none"> • Investing in renewable energy and our electric fleet • Expanding our sustainable packaging range • Reducing waste
 <p>Delivering prosperity</p>	<ol style="list-style-type: none"> 5 Create sustainable customer solutions 6 Grow sustainably through good decisions 	<ul style="list-style-type: none"> • Helping partners become more sustainable • Facilitating a circular economy • Creating value through responsible business practices

Our Roadmap supports the SDGs





Delivering for *people*



We touch the day-to-day lives of communities across Australia. We have an important role to play in building and supporting an inclusive society, with safe, fair and fulfilling work for our extended workforce.

Our initiatives	2025 Targets	Our program of work
1. Empower our people to work safely	YoY increase in the Safety Index	<ul style="list-style-type: none"> • Deliver our FY25 Safety & Wellbeing Strategy • Continue transition to safer delivery modes
	2% reduction in Culture Gap per year	<ul style="list-style-type: none"> • Cultural immersion through Our AP Way • Live Our Ethics and our TIES values: Trust, Inclusivity, Empowerment & Safety • Deliver on targets outlined in the Reconciliation, Gender Equity, and Accessibility and Inclusion Action Plans • Embed bespoke sustainability training across the business
2. Reflect & support Australia's diverse communities	Social Licence to Operate (metric and baseline to be confirmed by December 2022)	<ul style="list-style-type: none"> • Maintain open communications with stakeholders • Earn and maintain our social licence to operate • Deliver partnerships, grants, and workplace giving • Introduce social impact reporting by end of FY23
	Spend \$100m with social enterprise and Indigenous suppliers by 2025	<ul style="list-style-type: none"> • Procure through social enterprises & Indigenous businesses • Maintain commitment to Supply Nation and Social Traders

SDGs that we directly impact





Delivering for *our planet*



We deliver over 2 million parcels to Australians every day. Ensuring our deliveries and operations are sustainable helps us minimise our impact on the environment.

Our initiatives	2025 Targets	Our program of work
3. Target Net Zero by 2050	Target Net Zero by 2050	<ul style="list-style-type: none"> • Create Climate Action Plan and establish Net Zero tool
	Reduce emissions by 15% by 2025 (FY19 baseline)	<ul style="list-style-type: none"> • Deliver Emissions Reduction Plan for Scopes 1, 2 and 3 • Continue to invest in low carbon vehicles and technologies
	Source 100% renewable electricity by 2025	<ul style="list-style-type: none"> • Invest in renewable energy pathways to 2025 and beyond
4. Reduce, reuse and recycle packaging and waste	100% 'fully sustainable' packaging range aligned to the 2025 National Packaging Targets	<ul style="list-style-type: none"> • Transition packaging range to be 'fully sustainable' • Provide guidance to stakeholders on best packaging for eCommerce
	Decrease waste to landfill by 20% (FY19 baseline)	<ul style="list-style-type: none"> • Implement Waste Management Strategy including site specific plans and audits • Minimise paper use across our operations through automation
	Increase recycling rate to 70%	<ul style="list-style-type: none"> • Engage stakeholders on how to reduce, reuse and recycle

SDGs that we directly impact



*Fully sustainable packaging is packaging that is: 1. made with recycled materials; 2. recyclable at end of use; and 3. features the Australasian Recycling Label (ARL)



Delivering *prosperity*



When we operate responsibly, ethically and profitably, it generates positive outcomes for our business, our customers and the community.

Our initiatives	2025 Targets	Our program of work
5. Create sustainable customer solutions	Automate customer carbon reporting tool by January 2023	<ul style="list-style-type: none"> • Support customers to understand and manage the environmental impact of their packaging and sending decisions • Expand Carbon Neutral Deliveries for Business
	Annual increase in customer circularity solutions	<ul style="list-style-type: none"> • Implement product stewardship solutions to support a circular economy • Soft plastics recycling in select rural and remote outlets
	Meet or exceed the Prescribed Performance Standards	<ul style="list-style-type: none"> • Meet Australia Post's Community Service Obligations
	Realise annual financial targets	<ul style="list-style-type: none"> • Delivery of the Post26 Strategy
6. Grow sustainably through good decisions	Governance and compliance reporting in accordance with best practice	<ul style="list-style-type: none"> • Meet compliance obligations of the Public Governance, Performance and Accountability Act • Measure and report in accordance with best practice sustainability and legislative requirements • Comply with the Ten Principles of the UN Global Compact • Ensure commercial decisions and transactions are conducted ethically • Ongoing review and adherence to Group Privacy Statement and the Group Privacy Policy • Adoption of AI Governance framework • Continued development and maintenance of tax governance processes and controls, incl. Tax Transparency Report issued annually
	Continually improve supply chain sustainability, traceability and transparency	<ul style="list-style-type: none"> • Partner with suppliers to reduce environmental and modern slavery risks • Pay small business suppliers in a timely manner

SDGs that we directly impact



Our 2030 aspirations

Our 2025 Sustainability Roadmap will keep us on track to achieve our 2030 aspirations for a sustainable future. Our 2030 aspirations directly support a number of the UN Sustainable Development Goals.



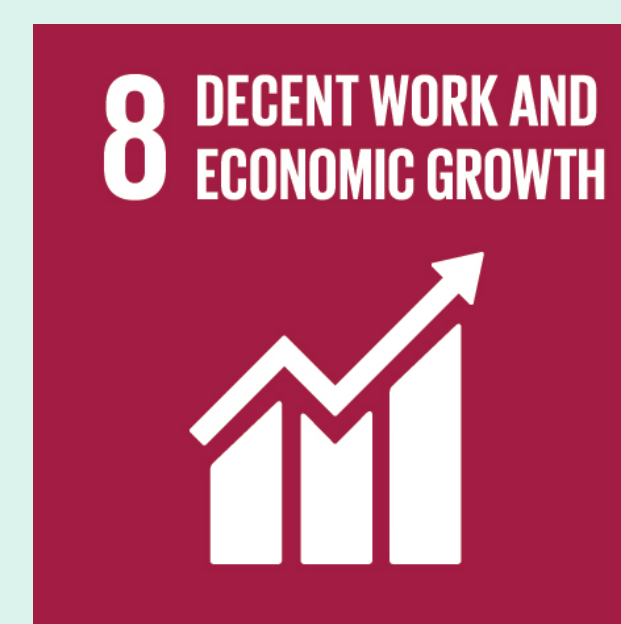
- Achieve world class safety metrics



- Ensure gender equality at all levels of the business
- Maintain gender pay parity



- Invest in renewable energy equivalent to our total electricity load
- Invest in electric and low carbon vehicles and logistics solutions



- Spend >7% of addressable procurement spend with social enterprises and Indigenous businesses
- Maintain zero instances of modern slavery in our operations and value chain



- Become a \$10b revenue company to reinvest back into society



- Maintain position as a recognised leader in diversity and inclusion



- Meet or exceed our Prescribed Performance Standards



- Ensure a fully transparent and sustainable value-chain
- Become an end-to-end enabler of the circular economy



- Achieve science based carbon reductions to target Net Zero by 2050



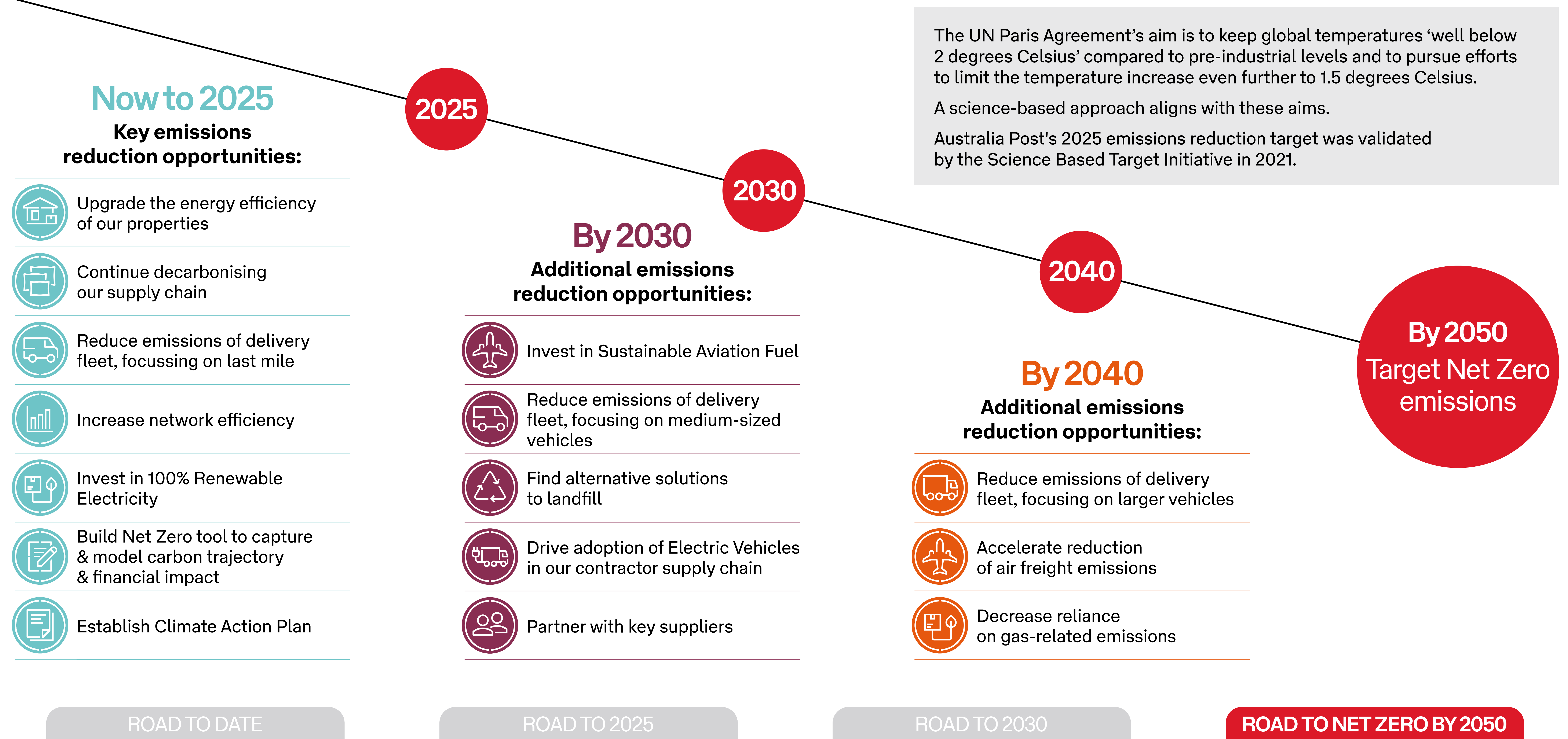
- Identify and minimise the biodiversity impacts of our operations



- Partner ethically with our people, customers, communities, suppliers and the Government to achieve sustainable development

Our road to *Net Zero* by 2050

As a Government Business Enterprise, Australia Post supports the Australian Government’s commitment to Net Zero by 2050. Australia Post will be undertaking a comprehensive range of initiatives, putting Australia Post on the path to Net Zero by 2050.



Find out *more*

Australia Post takes a whole-of-business approach to sustainability. Sustainability is governed by our Leadership Team in consultation with the Australia Post Stakeholder Council and in accordance with strategies, policies and targets endorsed and approved by the People & Sustainability Committee and the Board.

To ensure we deliver on our 2025 Sustainability Roadmap initiatives, we will continue to report our performance online and via our Annual Report. You can find out more about some of our plans to deliver a better tomorrow via the links below.

 Delivering for people	 Delivering for our planet	 Delivering prosperity
Our vision for zero injuries, zero harm to anyone and zero tolerance of unsafe acts or workplaces	Reducing our environmental impact and facilitating a circular economy	Transparently reporting our performance through our Annual Reports
Helping Australian communities thrive via our Community Programs	Delivering carbon neutrality through our Carbon Neutral Deliveries programs	Addressing the risks of Modern Slavery in our operations and supply chain via our Modern Slavery Statements and Standard
Developing an inclusive culture via our: <ul style="list-style-type: none"> • Reconciliation Action Plan • Gender Equity Action Plan • Accessibility and Inclusion Plan 	Taking the lead on sustainable packaging	Supporting small business customers to grow sustainably through our Small Business Sustainability White Papers

We welcome feedback about our approach to sustainability via: corporateresponsibility@auspost.com.au

