



# 2023 Corporate Responsibility Indices

# 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 several 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.

<p><b>Indirect</b> Impact: Australia Post has a secondary effect on an SDG, further down a chain of events. Impacts are dependent on decisions/actions by other actors.</p>	<p><b>Direct</b> Impact: Australia Post will have an immediate, one-step effect on an SDG. Australia Post has immediate responsibility and is not dependent on decisions by other actors.</p>
<p>— Negative impact</p>	<p>+ Positive impact</p>



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SDG	Impact	Find out more
 <p><b>Goal 1</b> <b>No poverty</b> End poverty in all its forms everywhere.</p>	<p><b>Indirect + SDG 1.5:</b> <i>By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.</i></p> <p>Disaster Preparedness Quiz developed in partnership with Red Cross to help Australians understand how prepared they are for a disaster. We promoted the quiz via postcards delivered to more than 750,000 households in high-risk areas and \$21,000 in donations collected for Australia Red Cross Disaster Response and Recovery Fund.</p> <p><b>Direct + SDG 1.2:</b> <i>By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.</i></p> <p>Helping to reduce poverty by creating jobs for vulnerable Australians through social enterprise and Indigenous business procurement and our support of The Big Issue. \$42m spend with social and Indigenous enterprises in FY23.</p>	<p><a href="#">Annual Report</a> (p. 54)</p> <p><a href="#">Annual Report</a> (p. 5)</p>
 <p><b>Goal 2</b> <b>Zero hunger</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture.</p>	<p><b>Indirect + SDG 2.1:</b> <i>By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.</i></p> <p>744 pallets of groceries delivered to help Foodbank distribute essential food around Australia.</p>	<p><a href="#">Annual Report</a> (p. 57)</p>
 <p><b>Goal 3</b> <b>Good health and wellbeing</b> Ensure healthy lives and promote well-being for all at all ages.</p>	<p><b>Direct + SDG 3.4:</b> <i>By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</i></p> <p>We support mental health and wellbeing of our team members through systematic investments in programs and initiatives to manage psychosocial risks and promote mentally healthy behaviours. For example, our holistic, risk-focused approach was strengthened by the appointment of Australia Post's first Chief Mental Health Officer (CMHO) in June 2022.</p> <p><b>Direct + SDG 3.4:</b> <i>By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</i></p> <p>We are continuing to use our network to connect more people with mental health information, support services and each other with our partner Beyond Blue. For example, in FY23 we supported Beyond Blue by sending three million Connection Postcards to raise awareness of Beyond Blue's support services and encourage people to connect with each other.</p>	<p><a href="#">Annual Report</a> (p.56)</p> <p><a href="#">Annual Report</a> (p. 26 – 27)</p>

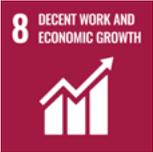
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 <p><b>Goal 3</b> Good health and wellbeing Ensure healthy lives and promote well-being for all at all ages.</p>	<p><b>Direct – SDG 3.6:</b> <i>By 2020, halve the number of global deaths and injuries from road traffic accidents.</i></p> <p>We are reducing the number of injuries from motorcycle incidents, our most vulnerable equipment, by replacing our motorcycles by electric delivery vehicles. Tragically three contractors were killed in separate vehicle accidents over the year.</p> <p>Our safety strategy has four pillars: culture and leadership, managing our critical risks, improving our psychological safety, and managing and preventing injuries. We manage our Work Health and Safety (WHS) obligations through the implementation of appropriate systems and processes and our WHS Management System.</p>	<p><a href="#">Annual Report</a> (p. 53)</p>
 <p><b>Goal 4</b> Quality education Ensure quality education and promote life-long learning opportunities for all.</p>	<p><b>Indirect + SDG 4.4:</b> <i>By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</i></p> <p>We delivered over 109,000 books to 411 remote First Nations communities, reaching the significant milestone of over 388,000 books delivered since our partnership with the Indigenous Literacy Foundation (ILF) launched in 2019.</p>	<p><a href="#">Annual Report</a> (p. 53)</p>
 <p><b>Goal 4</b> Quality education Ensure quality education and promote life-long learning opportunities for all.</p>	<p><b>Indirect + SDG 4.4:</b> <i>By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</i></p> <p>As part of our partnership with Indigenous not-for-profit DeadlyScience, we have used our network to send telescopes, board games, books, more than 1,500 boxes of LEGO, and other STEM materials to over 750 First Nations schools and communities across Australia.</p>	<p><a href="#">Annual Report</a> (p. 53)</p>
 <p><b>Goal 5</b> Gender Equality Achieve gender equality and empower all women and girls.</p>	<p><b>Direct + SDG 5.5:</b> <i>Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</i></p> <p>In FY23 the gender balance on our Leadership Team was 44.4 per cent women (excluding Group Chief Executive Officer and Managing Director). Across the team we reached 36.7 per cent female representation and 36.3 per cent women in senior leadership roles, edging closer to our goal of reaching 40 per cent women in senior leadership by 2027.</p> <p>Our gender pay equity results for FY23 showed that our gender pay difference was slightly favourable to women at just above two per cent.</p>	<p><a href="#">Annual Report</a> (p. 36)</p>
 <p><b>Goal 5</b> Gender Equality Achieve gender equality and empower all women and girls.</p>	<p><b>Direct + SDG 5.5:</b> <i>Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</i></p> <p>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. Examples of initiatives supporting female career progression includes ProjectME. ProjectME has been running since 2015 and is our personal and career development program supporting frontline women to build self-awareness, resilience and career agility. It has an alumni of more than 2,000 team members, and this year saw its largest ever cohort of 349 female graduates from across our business.</p>	<p><a href="#">Annual Report</a> (p. 36)</p>

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SDG	Impact	Find out more
 <p><b>Goal 6</b> <b>Clean water and sanitation</b> Ensure availability and sustainable management of water and sanitation for all.</p>	<p><b>Direct – SDG 6.4:</b> <i>By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.</i></p> <p>We invested in sustainability measures in our facilities including installation of rainwater tanks to collect greywater and drip irrigation for native landscaping. In FY23 we used 398,682 kilolitres of water.</p>	<p><a href="#">Annual Report</a> (p.66 and 69)</p>
 <p><b>Goal 7</b> <b>Affordable and clean energy</b> Ensure access to sustainable energy for all.</p>	<p><b>Direct + SDG 7.2:</b> <i>By 2030, substantially increase the share of renewable energy in the global energy mix.</i></p> <p>We have increased our investment in GreenPower renewable electricity to help tackle our Scope 2 emissions and help realise a decrease in absolute emissions.</p> <p>In 500 locations we purchased 100% GreenPower in FY23. We continue to invest in Renewable Energy Certificates, with a view to steadily increasing this investment until 2025.</p> <p>We're an inaugural member of the Qantas Sustainable Aviation Fuel (SAF) Coalition with five of Australia's largest companies, supporting Qantas to buy, use and trial SAF, to advocate for SAF production in Australia and to scale the SAF market.</p>	<p><a href="#">Annual Report</a> (p. 66)</p>
 <p><b>Goal 8</b> <b>Decent Work and Economic Growth</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p><b>Direct + SDG 8.3:</b> <i>Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small and medium-sized enterprises, including through access to financial services.</i></p> <p>Australia Post employs people of all ages, genders and abilities in our extended workforce of more than 63,000 reflecting the diverse communities in which we operate.</p> <p>We also support local businesses through specific programs such as the Local Business Heroes and Local Business Partners. The Local Business Heroes program recognises and rewards exemplary local small businesses with a Heroes Package valued over \$5,000. The focus of the Local Business Partners programs focuses on developing our Post Office Network to build and account manage a portfolio of business customers.</p>	<p><a href="#">Annual Report</a> (p.3 and 51)</p>

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SDG	Impact	Find out more
 <p><b>Goal 8</b> <b>Decent Work and Economic Growth</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p><b>Direct + SDG 8.1:</b> <i>Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries.</i></p> <p>In financial year 2022-23 we delivered more than 2.5 billion items around the country and had more than 202 million visits from members of the Australian community to our Post Office network.</p> <p>We continue to provide crucial agency personal banking and business banking services on behalf of over 80 financial institutions at over 3,400 Post Offices. This service provides benefit for our customers and small businesses in rural and remote locations where the local Post Office is the only access point for physical banking.</p>	<p><a href="#">Annual Report</a> (p.3 and 43)</p>
	<p><b>Direct - + SDG 8.1:</b> <i>Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries.</i></p> <p>Australia Post recorded a \$200.3 million pre-tax loss for FY23, its second since it became a self-funded Government Business Enterprise (GBE) in 1989. Further losses are expected unless Australia Post can secure the support required to modernise its business. Australia Post's parcels business continues to achieve steady growth, with revenue up almost 1 per cent from FY22.</p> <p>In March 2023, Australia Post welcomed the Federal Government's decision to launch a Discussion Paper and undertake community consultation on the modernisation of postal services in Australia.</p>	<p><a href="#">Annual Report</a> (p.15 and 16)</p>
	<p><b>Direct - + SDG 8.8:</b> <i>Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</i></p> <p>We've seen a 5.5 per cent reduction in serious injuries to team members (claims resulting in five days or more off work) for the second year in a row, however, our Total Recordable Injuries Frequency Rate (TRIFR) increased marginally to 22.4 from 21.3 last year.</p> <p>Our safety strategy has four pillars: culture and leadership, managing our critical risks, improving our psychological safety, and managing and preventing injuries. We manage our Work Health and Safety (WHS) obligations through the implementation of appropriate systems and processes and our WHS Management System.</p>	<p><a href="#">Annual Report</a> (p.26 and 27)</p>
	<p><b>Direct + SDG 8.7:</b> <i>Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.</i></p> <p>At Australia Post we're committed to protecting, respecting and remediating adverse human rights impacts including addressing the risk of modern slavery. The Group Modern Slavery Standard, introduced in 2020, aims to promote respect for people and prevent and address modern slavery and related risks across our operations and supply chain. These include: forced labour or compulsory labour; withheld pay; child labour; freedom of association and collective bargaining; discrimination in respect of employment and occupation; working conditions; fair wage; working hours; harsh or inhumane treatment or disciplinary practices; legal right to work; grievance mechanisms; and response to incidents.</p>	<p><a href="#">Annual Report</a> (p. 31)</p> <p><a href="#">Modern Slavery Standard</a></p> <p><a href="#">Modern Slavery Statement</a></p>

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 <p><b>Goal 9</b> <b>Industry, Innovation and Infrastructure</b> Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.</p>	<p><b>Direct + SDG 9.1:</b> <i>Develop quality, reliable, sustainable and resilient infrastructure, including regional and trans-border infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</i></p> <p>We are improving the reliability, performance and efficiency of our networks to support economic development and human wellbeing in metropolitan, non-metropolitan, rural and remote areas in Australia. In financial year 2022-23 we delivered more than 2.5 billion items around the country, including rural and remote communities, and had more than 202 million visits from members of the Australian community to our Post Office network.</p> <p>Largest retail network of 4,271 Post Offices in Australia, enabling connection of people and providing a touchpoint for communities. Achievements also include 234,000 small business supported and 3m postcards delivered to help connect people with mental health support services and each other.</p>	<p><a href="#">Annual Report</a> (p.5 and 7)</p>
 <p><b>Goal 10</b> <b>Reduced inequalities</b> Reduce inequality within and among countries.</p>	<p><b>Direct + SDG 10.2:</b> <i>By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</i></p> <p>The diversity of our workforce is a reflection of the diversity of the communities we serve. Our people represent 148 nationalities, with three per cent identifying as Aboriginal and Torres Strait Islander people and close to six per cent living with disability. Examples of our initiatives to empower and promote diversity and inclusion include: our Access and Inclusion Plan 2023-25; the PostPride initiative supporting our LGBTIQ+ team members; the Reconciliation Action Plan (RAP); our first Refugee Employment and Engagement Action Plan.</p>	<p><a href="#">Annual Report</a> (p.34 – 39)</p> <p><a href="#">Reconciliation Action Plan</a></p> <p><a href="#">Access and Inclusion Plan</a></p>
 <p><b>Goal 11</b> <b>Sustainable Cities and Communities</b> Make cities and human settlements inclusive, safe, resilient and sustainable.</p>	<p><b>Direct + SDG 11.a:</b> <i>Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.</i></p> <p>In our Post Office network, we've continued to support positive economic, social and environmental links between urban and rural areas by building on the vital services we provide to customers and communities, including postal services, parcel deliveries, banking, home, car and travel insurance services, and telecommunications.</p>	<p><a href="#">Annual Report</a> (p.3 and 42)</p>

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SDG	Impact	Find out more
 <p><b>Goal 11</b> <b>Sustainable Cities and Communities</b> Make cities and human settlements inclusive, safe, resilient and sustainable.</p>	<p><b>Direct – SDG 11.a:</b> <i>Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.</i></p> <p>On 3 January 2023, following consultation with the Australian Competition and Consumer Commission, we increased the Basic Postage Rate (BPR), from \$1.10 to \$1.20. This was the first increase in three years and Australia maintains one of the lowest BPR stamp prices among OECD countries including Germany, Sweden, New Zealand and the UK. The price changes are just one way we can support a sustainable letters service and help Australia Post maintain its extensive Post Office network, in particular Licensed Post Offices in rural and remote areas. As a result of this change, it is estimated that households will pay on average an extra \$1.50 per year.</p> <p><b>Direct + SDG 11.6:</b> <i>reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.</i></p> <p>Overall, we’re on track to meet our 2025 targets of increasing the recycling rate to 70 per cent and decreasing waste to landfill by 20 per cent (FY19 baseline).</p>	<p><a href="#">Annual Report</a> (p. 19)</p> <p><a href="#">Annual Report</a> (p. 70)</p>
 <p><b>Goal 12</b> <b>Responsible Consumption and Production</b> Ensure sustainable consumption and production patterns.</p>	<p><b>Direct + SDG 12.5:</b> <i>By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</i></p> <p>Australia Post is focused on reducing the environmental impact of its packaging. We remain a member of the Australian Packaging Covenant Organisation (APCO) and are committed to supporting the 2025 National Packaging Targets. Australia Post has also introduced a set of Sustainable Packaging Principles to guide packaging design decisions. These aim to support our goals to increase the use of recycled materials, increase the use of the Australasian Recycling Label (ARL), and improve the recyclability of our packaging.</p> <p>Australia Post has increased the number of packaging items in the range containing some amount of recycled content from 35 per cent to 40 per cent in 2022 and increased inclusion of the ARL on its packaging from 22 per cent to 38 per cent in 2022.</p> <p><b>Direct + SDG 12.6:</b> <i>Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</i></p> <p>Since 1996 we have been incorporating sustainability topics in our annual reports. As part of our commitment to transparency, our Annual Report 2023 has been prepared in accordance with the Global Reporting Initiative standards for sustainable reporting and is aligned to the Integrated Reporting Framework, the ten principles of the UN Global Compact, the main principles outlined in the Task Force on Climate-related Financial Disclosures (TCFD) and Carbon Disclosure Project (CDP).</p>	<p><a href="#">Annual Report</a> (p. 66 and 68)</p> <p><a href="#">Annual Report</a> (p.9)</p>

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SDG	Impact	Find out more
 <p><b>Goal 13</b> Climate Action Take urgent action to combat climate change and its impacts.</p>	<p><b>Direct + SDG 13.2:</b> <i>Integrate climate change measures into national policies, strategies and planning. Launched in October 2023, our 2025.</i></p> <p>Sustainability Roadmap outlines how we're going to keep improving by embedding sustainability throughout the enterprise. Driven by our purpose of delivering a better tomorrow, it's based on six initiatives to create positive social, environmental and economic outcomes, including Target Net Zero by 2050.</p>	<p><a href="#">Annual Report</a> (p. 20 and 21)</p>
	<p><b>Direct + SDG 13.1:</b> <i>Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</i></p> <p>As a key business risk, climate change is identified, assessed and monitored in line with the Group Risk Management Policy. We manage physical and transition climate-related risks, primarily in our retail, delivery and processing activities. This allows us to better identify and respond appropriately, while ensuring our business is resilient, our people are safe and we can continue to sustainably serve the community.</p> <p>The specific climate -related physical and transition risks we've identified for the business are being integrated into the Group Risk Management Framework. The Framework comprehensively sets out the requirement for consistent identification, assessment, escalation, management (including implementation of mitigating controls) and monitoring of risks in line with strategic, operational, financial and compliance risk categories.</p>	<p><a href="#">Annual Report</a> (p. 65)</p>
	<p><b>Direct – SDG 13.2:</b> <i>Integrate climate change measures into national policies, strategies and planning.</i></p> <p>Over the past financial year, Australia Post reduced its carbon footprint (for Scopes 1, 2 and 3) by 10 per cent. We achieved a reduction in our Scope 1 (6.1 per cent), Scope 2 (24.7 per cent) and Scope 3 emissions (8.6 per cent). We achieved this through reduced fuel usage in vans (ours and third party contractors) and decreased waste-to-landfill volumes.</p>	<p><a href="#">Annual Report</a> (p.66)</p>
 <p><b>Goal 14</b> Life below water Protect and sustainably use the oceans, seas and marine resources.</p>	<p><b>Indirect – SDG 14.1:</b> <i>By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</i></p> <p>Potential risk of indirect contribution to the deterioration of oceans, seas and marine resources via our packaging products. The 2025 Sustainability Roadmap outlines our aspiration to have all our packaging aligned with the 2025 National Packaging Targets.</p> <p>We remain a member of the Australian Packaging Covenant Organisation (APCO) and are committed to supporting the 2025 National Packaging Targets. Australia Post has also introduced a set of Sustainable Packaging Principles to guide packaging design decisions. These aim to support our goals to increase the use of recycled materials, increase the use of the Australasian Recycling Label (ARL), and improve the recyclability of our packaging.</p>	<p><a href="#">Annual Report</a> (p. 20, 21, 66 and 68)</p>

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SDG	Impact	Find out more
 <p><b>Goal 15</b> <b>Life on land</b> Protect the ecosystem and preserve biodiversity (forests, deserts, land, etc.).</p>	<p><b>Indirect + SDG 15.5:</b> <i>Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.</i></p> <p>In May 2023, we proudly entered into a three-year partnership with the World Wide Fund for Nature Australia (WWF-Australia). The partnership is aligned to our 2025 Sustainability Roadmap and supports an ongoing commitment to delivering a more sustainable future. Together, Australia Post and WWF-Australia will raise critical awareness of the need to restore and protect koala habitats.</p> <p><b>Indirect – SDG 15.5:</b> <i>Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.</i></p> <p>Potential risk of indirect contribution to the deterioration of terrestrial and inland freshwater ecosystems via our packaging products and resources use. The 2025 Sustainability Roadmap outlines our aspiration to have all our packaging aligned with the 2025 National Packaging Targets.</p> <p>Australia Post is dedicated to reducing the use of virgin materials in packaging by prioritising recycled materials. As an example, our most popular packaging items – branded satchels and parcel boxes – all incorporate some recycled materials. Our parcel boxes also display the Forest Stewardship Council (FSC) logo, indicating that they’re made from responsibly managed sources, reducing the emissions associated with transport.</p>	<p><a href="#">Annual Report</a> (p. 54)</p> <p><a href="#">Annual Report</a> (p. 20, 21, 66 and 68)</p>
 <p><b>Goal 16</b> <b>Peace and justice strong institutions</b> Establish a fair justice system for all.</p>	<p><b>Indirect + SDG 16.6:</b> <i>Develop effective, accountable and transparent institutions at all levels.</i></p> <p>Australia Post has a suite of governance documents that collectively address our commitments for responsible business conduct. This includes our Corporate Governance Statement, Our Ethics (the guide to how we do things at Australia Post) and our Group Corporate Responsibility Policy.</p> <p><b>Indirect + SDG 16.6:</b> <i>Develop effective, accountable and transparent institutions at all levels.</i></p> <p>We provide several mechanisms for our people, suppliers and customers to seek advice or raise concerns about our business conduct. Internally, these are governed by Our Ethics Policy, Group Whistleblower Policy and our Harassment, Discrimination and Bullying (HDB) Policy. We continuously review and refresh our policies and processes to ensure that they are compliant with legislation and industry standards; and report directly to the Board. Our Whistleblower hotline and portal provides a grievance and concerns mechanism to report unlawful or unethical conduct for people both within and outside our business.</p>	<p><a href="#">Annual Report</a> (p. 31, 80 and 81)</p> <p><a href="#">Our Ethics Policy</a></p> <p><a href="#">Group Corporate Responsibility Policy</a></p> <p><a href="#">Annual Report</a> (p. 31 and 32)</p> <p><a href="#">Our Ethics Policy</a></p>

SDG	Impact	Find out more
 <p><b>Goal 17</b> Partnerships for the goals Strengthen the means of implementation and revitalise the global partnership for sustainable development.</p>	<p><b>Direct +</b> <b>SDG 17.17:</b> <i>Encourage and promote effective public, public private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</i></p> <p>Our evolved Community Strategy aligns to Australia Post’s strategic imperatives and ensures our nation-wide network and infrastructure are efficiently leveraged. Through our partnerships and programs, we’re helping build stronger, more connected communities around the country.</p> <p>In FY23 Australia Post’s community investment was \$22,829,149. Cash contributions were made through national partnerships and our grant programs. We also contributed through time spent by our people volunteering, and value-in-kind of products, delivery network and services like charity mail. We have forgone revenue of \$20,875,895. This is revenue from products and services that we would have received but chose to waive totally or partially for community benefit. In addition, we facilitated \$501,532 in donations to community organisations from our team members through our workplace giving program and from customers via donations made in Post Offices and our online shop. Since 2009 we have measured our community investment in line with the Business for Societal Impact (B4SI) methodology.</p>	<p><a href="#">Annual Report</a> (p.52-57)</p>

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GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>General Disclosures</b>					
<b>GRI 2: General Disclosures 2021</b>					
<b>The organization and its reporting practices</b>					
2-1 Organizational details		<a href="#">2</a>			
2-2 Entities included in the organization's sustainability reporting		<a href="#">152</a>			
2-3 Reporting period, frequency and contact point		<a href="#">22</a>		12.6	
2-4 Restatements of information		<a href="#">22</a>			
2-5 External assurance		Corporate Responsibility Indices 2023- p. 21 to p. 23			
<b>Activities and workers</b>					
2-6 Activities, value chain and other business relationships		<a href="#">6</a>			
2-7 Employees		<a href="#">34-39</a>			
2-8 Workers who are not employees		<a href="#">2</a>			
<b>Governance</b>					
2-9 Governance structure and composition		<a href="#">76-81</a>		16.6	
2-10 Nomination and selection of the highest governance body		<a href="#">76-81</a>		16.6	
2-11 Chair of the highest governance body		<a href="#">76-81</a>		16.6	
2-12 Role of the highest governance body in overseeing the management of impacts	Risk management	<a href="#">72-75</a>		16.6	
2-13 Delegation of responsibility for managing impacts	Risk management	<a href="#">72-75</a>		16.6	
2-14 Role of the highest governance body in sustainability reporting		<a href="#">65</a>		16.6	
2-15 Conflicts of interest		<a href="#">80-101</a>		16.6	
2-16 Communication of critical concerns		<a href="#">80-101</a>		16.6	
2-17 Collective knowledge of the highest governance body		<a href="#">76-101</a>		16.6	
2-18 Evaluation of the performance of the highest governance body		<a href="#">82-98</a>		16.6	

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GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
2-19 Remuneration policies		<a href="#">82-98</a>		16.6	
2-20 Process to determine remuneration		<a href="#">82-98</a>		16.6	
2-21 Annual total compensation ratio		<a href="#">82-98</a>	<p>The remuneration of the Group CEO &amp; MD, other key management personnel, and other highly paid staff is reported in the Remuneration Report in the Annual Report. This report is prepared in accordance with the disclosure requirements outlined in the <i>Public Governance, Performance &amp; Accountability Act 2013</i> and <i>Public Governance, Performance &amp; Accountability Rule 2014</i>.</p> <p>Median annual total compensation for all employees (excluding the highest-paid individual) – and the percentage increase in that amount from the preceding year – is not calculated or reported. We will consider this in future reporting.</p>	16.6	
<b>Strategy, policies and practices</b>					
2-22 Statement on sustainable development strategy		<a href="#">20-21</a>			
2-23 Policy commitments		<a href="#">31</a>			
2-24 Embedding policy commitments		<a href="#">10</a>			
2-25 Processes to remediate negative impacts	Risk management	<a href="#">72-75</a>		16.6	
2-26 Mechanisms for seeking advice and raising concerns		<a href="#">31-32, 81</a>		16.6	
2-27 Compliance with laws and regulations		<a href="#">168-175</a>	<p>There were no significant instances of non-compliance with laws and regulations (including the finance law) in FY23.</p> <p>Significance in this context is determined with reference to established incident impact rating criteria and with reference to the obligation under section 19(1)(e) of the <i>Public Governance, Performance and Accountability Act 2013</i> to keep the responsible Minister informed of significant issues.</p>	16.3	10
2-28 Membership associations		<a href="#">176</a>			

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>Stakeholder engagement</b>					
2-29 Approach to stakeholder engagement		<a href="#">49</a>			1-10
2-30 Collective bargaining agreements		<a href="#">32</a>		8.8	3
<b>Material Topics</b>					
<b>GRI 3: Material Topics 2021</b>					
3-1 Process to determine material topics		<a href="#">22-23</a>			
3-2 List of material topics		<a href="#">22-23</a>			
3-3 Management of material topics	All	<a href="#">22-23</a>			
<b>GRI 201: Economic Performance 2016</b>					
3-3 Management of material topics	Viable parcel business; Reliable letters business Post office network viability	<a href="#">6-7, 15-19</a>			
201-1 Direct economic value generated and distributed	Viable parcel business; Reliable letters business Post office network viability	<a href="#">6-7, 15-19</a>		8.1, 8.2, 9.4, 9.1, 9.5	
201-2 Financial implications and other risks and opportunities due to climate change	Viable parcel business; Risk Management Carbon emissions and energy; Reliable letters business Post office network viability	<a href="#">6-7, 15-19</a>		13.1	7, 8, 9
201-3 Defined benefit plan obligations and other retirement plans	Viable parcel business; Reliable letters business Post office network viability	<a href="#">140-141</a>			
201-4 Financial assistance received from government	Viable parcel business; Reliable letters business Post office network viability	<a href="#">3</a>			
<b>GRI 207: Tax 2019</b>					
3-3 Management of material topics	Risk Management	<a href="#">6-7, 102-104, 120-121</a>			
207-1 Approach to tax	Risk Management	<a href="#">102-104, 120-121</a>		1.1, 1.3, 10.4, 17.1, 17.3	
207-2 Tax governance, control, and risk management	Risk Management	<a href="#">72-75, 102-104, 120-121</a>		1.1, 1.3, 10.4, 17.1, 17.3	10

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
207-3 Stakeholder engagement and management of concerns related to tax	Risk Management	<a href="#">72-75, 102-104, 120-121</a>		1.1, 1.3, 10.4, 17.1, 17.3	
207-4 Country-by-country reporting	Risk Management	<a href="#">72-75, 102-104, 120-121, 132</a>		1.1, 1.3, 10.4, 17.1, 17.3	
<b>GRI 301: Materials 2016</b>					
3-3 Management of material topics	Waste and Recycling	<a href="#">6-7, 66, 68-69</a>		8.4, 12.2, 12.5	7-9
301-1 Materials used by weight or volume	Waste and Recycling	<a href="#">66, 68-69</a>		8.4, 12.2	7-9
301-2 Recycled input materials used	Waste and Recycling	<a href="#">66, 68-69</a>		8.4, 12.2, 12.5	7-9
301-3 Reclaimed products and their packaging materials	Waste and Recycling	<a href="#">66, 68-69</a>		8.4, 12.2, 12.5	7-9
<b>GRI 302: Energy 2016</b>					
3-3 Management of material topics	Carbon emissions and energy	<a href="#">6-7, 20, 64-71, Data Dictionary</a>		7.2, 7.3, 8.4, 12.2, 13.1	7-9
302-1 Energy consumption within the organization	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		7.2, 7.3, 8.4, 12.2, 13.1	7-9
302-2 Energy consumption outside of the organization	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		7.2, 7.3, 8.4, 12.2, 13.1	7-9
302-3 Energy intensity	Carbon emissions and energy		Australia Post is currently working on its energy intensity metrics. We will seek to address this in future reporting.	7.3, 8.4, 12.2, 13.1	7-9
302-4 Reduction of energy consumption	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		7.3, 8.4, 12.2, 13.1	7-9
302-5 Reductions in energy requirements of products and services	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		7.3, 8.4, 12.2, 13.1	7-9
<b>GRI 305: Emissions 2016</b>					
3-3 Management of material topics	Carbon emissions and energy	<a href="#">6-7, 20, 64-71, Data Dictionary</a>		3.9, 12.4, 13.1, 14.2, 14.3, 15.2	7-9
305-1 Direct (Scope 1) GHG emissions	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		3.9, 12.4, 13.1, 14.2, 15.2	7-9
305-2 Energy indirect (Scope 2) GHG emissions	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		3.9, 12.4, 13.1, 14.3, 15.2	7-9
305-3 Other indirect (Scope 3) GHG emissions	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		3.9, 12.4, 13.1, 14.3, 15.2	7-9
305-4 GHG emissions intensity	Carbon emissions and energy	<a href="#">64</a>		13.1, 14.3, 15.2	7-9

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>305-5 Reduction of GHG emissions</b>	Carbon emissions and energy	<a href="#">64-71, Data Dictionary</a>		13.1, 14.3, 15.2	7-9
<b>305-6 Emissions of ozone-depleting substances (ODS)</b>	Carbon emissions and energy		This metric is not considered material to our operations.	3.9, 12.4	7-9
<b>305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions</b>	Carbon emissions and energy		This metric is not considered material to our operations.	3.9, 12.4, 14.3, 15.2	7-9
<b>GRI 306: Waste 2020</b>					
<b>3-3 Management of material topics</b>	Waste and Recycling	<a href="#">6-7, 20, 64-71</a>		3.9, 6.3, 6.6, 11.6, 11.6, 12.4, 12.5	7-9
<b>306-1 Waste generation and significant waste-related impacts</b>	Waste and Recycling	<a href="#">64-71</a>		3.9, 6.3, 6.6, 11.6, 11.6, 12.4, 12.5	7-9
<b>306-2 Management of significant waste-related impacts</b>	Waste and Recycling	<a href="#">64-71</a>		3.9, 6.3, 8.4, 11.2, 11.6, 12.4, 12.5	7-9
<b>306-3 Waste generated</b>	Waste and Recycling	<a href="#">64-71</a>		3.9, 6.6, 11.2, 12.4, 12.5, 15.1	7-9
<b>306-4 Waste diverted from disposal</b>	Waste and Recycling	<a href="#">64-71</a>		3.9, 11.6, 12.4, 12.5	7-9
<b>306-5 Waste directed to disposal</b>	Waste and Recycling	<a href="#">64-71</a>		3.9, 6.6, 11.6, 12.4, 12.5, 15.1	7-9
<b>GRI 401: Employment 2016</b>					
<b>3-3 Management of material topics</b>	Labour practices Team member safety, health and wellbeing	<a href="#">6-7, 24-26</a>		3.2, 5.1, 5.4, 8.5, 8.6, 10.3	1-2
<b>401-1 New employee hires and employee turnover</b>	Labour practices Team member safety, health and wellbeing	<a href="#">38-39</a>		5.1, 8.5, 8.6, 10.3	
<b>401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>	Labour practices Team member safety, health and wellbeing	<a href="#">32, 136</a>		3.2, 5.4, 8.5	1-2
<b>401-3 Parental leave</b>	Labour practices Team member safety, health and wellbeing	<a href="#">32</a>		5.1, 5.4, 8.5	
<b>GRI 402: Labour/Management Relations 2016</b>					
<b>3-3 Management of material topics</b>	Labour practices	<a href="#">6-7, 24-26</a>		8.8	
<b>402-1 Minimum notice periods regarding operational changes</b>	Labour practices	<a href="#">32</a>		8.8	

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>GRI 403: Occupational Health and Safety 2018</b>					
<b>3-3 Management of material topics</b>	Team member safety, health and wellbeing	<a href="#">6-7, 20, 26-33</a>		3.3, 3.4, 3.5, 3.7, 3.8 3.9, 8.8, 16.1, 16.7	
<b>403-1 Occupational health and safety management system</b>	Team member safety, health and wellbeing	<a href="#">26-33</a>		8.8	
<b>403-2 Hazard identification, risk assessment, and incident investigation</b>	Team member safety, health and wellbeing	<a href="#">26-28</a>		8.8	
<b>403-3 Occupational health services</b>	Team member safety, health and wellbeing	<a href="#">26-28</a>		8.8	
<b>403-4 Worker participation, consultation, and communication on occupational health and safety</b>	Team member safety, health and wellbeing	<a href="#">28</a>		8.8, 16.7	
<b>403-5 Worker training on occupational health and safety</b>	Team member safety, health and wellbeing	<a href="#">28</a>		8.8	
<b>403-6 Promotion of worker health</b>	Team member safety, health and wellbeing	<a href="#">26-29</a>		3.3, 3.5, 3.7, 3.8,	
<b>403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships</b>	Team member safety, health and wellbeing	<a href="#">26-29</a>		8.8	
<b>403-8 Workers covered by an occupational health and safety management system</b>	Team member safety, health and wellbeing	<a href="#">26-29</a>		8.8	
<b>403-9 Work-related injuries</b>	Team member safety, health and wellbeing	<a href="#">27</a>		3.6, 3.9, 8.8, 16.1	
<b>403-10 Work-related ill health</b>	Team member safety, health and wellbeing	<a href="#">27</a>		3.3, 3.4, 3.9, 8.8, 16.1	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>					
<b>3-3 Management of material topics</b>	Diversity and Inclusion	<a href="#">6-7, 20, 34-39</a>		5.1, 5.5, 8.5, 10.3	
<b>405-1 Diversity of governance bodies and employees</b>	Diversity and Inclusion	<a href="#">36</a>		5.1, 5.5, 8.5	
<b>405-2 Ratio of basic salary and remuneration of women to men</b>	Diversity and Inclusion	<a href="#">36</a>		5.1, 8.5, 10.3	

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>GRI 406: Non-discrimination 2016</b>					
3-3 Management of material topics	Diversity and Inclusion	<a href="#">6-7, 20, 31-32</a>		5.1, 8.8	6
406-1 Incidents of discrimination and corrective actions taken	Diversity and Inclusion	<a href="#">31-32</a>		5.1, 8.8	6
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>					
3-3 Management of material topics	Labour practices	<a href="#">31-32, Modern Slavery Statement</a>		8.8	3
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Labour practices	<a href="#">31-32, Modern Slavery Statement</a>		8.8	3
<b>GRI 408: Child Labour 2016</b>					
3-3 Management of material topics	Labour practices	<a href="#">31, Modern Slavery Statement</a>		5.2, 8.7, 16.2	5
408-1 Operations and suppliers at significant risk for incidents of child labour	Labour practices	<a href="#">31, Modern Slavery Statement</a>		5.2, 8.7, 16.2	5
<b>GRI 409: Forced or Compulsory Labour 2016</b>					
3-3 Management of material topics	Labour practices	<a href="#">31, Modern Slavery Statement</a>		5.2, 8.7	1-6
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Labour practices	<a href="#">31, Modern Slavery Statement</a>	Details of our supplier assessments can be found in our annual Modern Slavery Statement. We are improving our process to drive deeper supply chain transparency to identify potential incidents and impacts.	5.2, 8.7	1-6
<b>GRI 411: Rights of Indigenous Peoples 2016</b>					
3-3 Management of material topics	Diversity and Inclusion	<a href="#">6-7, 37</a>		10.3	1-6
411-1 Incidents of violations involving rights of indigenous peoples	Diversity and Inclusion	<a href="#">37</a>	In the last financial year, 424 complaints of a discriminatory nature based on a protected attribute were made, with 108 complaints substantiated and resolved.  Incidents involving indigenous persons are aggregated into this data as we do not report specifically on the protected attribute that forms the basis of the claim.	10.3	1-6

## 2023 Corporate Responsibility Indices

GRI disclosure	Material topic	Annual Report Page No.s	Omissions	UN SDG Target	UNGC Principles
<b>GRI 413: Local Communities 2016</b>					
<b>3-3 Management of material topics</b>	Community Relations	<a href="#">6-7, 20, 52</a>			
<b>413-1 Operations with local community engagement, impact assessments, and development programs</b>	Community Relations	<a href="#">52-57</a>			
<b>413-2 Operations with significant actual and potential negative impacts on local communities</b>	Community Relations	<a href="#">52-57</a>			
<b>GRI 414: Supplier Social Assessment 2016</b>					
<b>3-3 Management of material topics</b>	Labour Practices	<a href="#">31, Modern Slavery Statement</a>		5.2, 8.8, 16.1	1-6
<b>414-1 New suppliers that were screened using social criteria</b>	Labour Practices	<a href="#">31, Modern Slavery Statement</a>	Details of our supplier assessments can be found in our annual Modern Slavery Statement. We are improving our process to drive deeper supply chain transparency to identify potential incidents and impacts.	5.2, 8.8, 16.1	1-6
<b>414-2 Negative social impacts in the supply chain and actions taken</b>	Labour Practices	<a href="#">31, Modern Slavery Statement</a>	Details of our supplier assessments can be found in our annual Modern Slavery Statement. We are improving our process to drive deeper supply chain transparency to identify potential incidents and impacts.	5.2, 8.8, 16.1	1-6
<b>GRI 418: Customer Privacy 2016</b>					
<b>3-3 Management of material topics</b>	Cyber security and data management	<a href="#">6-7, 48</a>		16.3, 16.10	
<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>	Cyber security and data management	<a href="#">48</a>		16.3, 16.10	

## UN Global Compact Communication on Progress 2023

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. Our most recent Communication of Progress (CoP) is available on the UN's CoP digital platform.



# Independent Limited Assurance Statement



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

### Our Conclusion:

Ernst & Young ('EY', '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 2023. 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.

### Subject Matter and Criteria

We reviewed the following Subject Matter: Australia Post's reported performance of its material non-financial issues, risks and opportunities as included in Australia Post's 2023 Annual Report ('the Report') for the year ended 30 June 2023. We reviewed a selection of material performance metrics, as shown in the table below.

Chapter	Material topic	Non-financial matters and associated performance disclosures	Annual Report page
Our customers	Cyber Security and Data Management	▶ Office of the Australia Information Commissioner (OAIC) incidents under the National Data Breaches scheme (volume)	48
Safety and wellbeing	Team Member Safety, Health and Wellbeing	▶ Total Recordable Injury Frequency Rate (TRIFR)	27
Our environment	Carbon Emission and Energy	▶ Energy consumed (GJ) ▶ Renewable energy produced (GJ) ▶ Location-based total Scope 1, 2, 3 Greenhouse Gas (GHG) emission (tCO <sub>2</sub> e) (Annualised Scope 1, 2 and 3) ▶ Market-based Scope 2 GHG emissions (tCO <sub>2</sub> e) (Annualised Scope 2) including sourced renewable electricity	69
Our environment	Waste and recycling	▶ Waste to landfill (tonnes) ▶ Waste recycled – operational (tonnes) ▶ Recycling rate	66, 69

### Criteria applied by Australia Post

In preparing the Subject Matter, Australia Post has applied the following Criteria:

- ▶ In preparing the TRIFR disclosure, Australia Post applied its own criteria, as detailed in the Annual Report
- ▶ In preparing the OAIC disclosure, Australia Post applied criteria from the Office of the Australian Information Commissioner (OAIC)'s Notifiable Data Breaches Scheme
- ▶ In preparing the environment criteria, Australia Post applied its own approach, as detailed in the Annual Report 2023 Non financial Assurance Data Dictionary, and informed by the Greenhouse Gas Protocol Corporate Standard (Revised), The Corporate Emissions Reduction Transparency Report Guidelines FY2021-22, National Greenhouse and Energy Reporting Act 2007 as amended, National Greenhouse and Energy Reporting Regulations 2008 as amended, National Greenhouse and Energy Reporting (Measurement) Determination as amended and the Australian Public Service (APS) Net Zero 2030 Policy.
- ▶ In preparing the waste and recycling criteria, Australia Post applied its own approach, as detailed in the Annual Report 2023 Non-financial Assurance Data Dictionary.

### Key responsibilities

#### EY's responsibility and independence

Our responsibility was to express a limited assurance conclusion on the Subject Matter based on our review.

We have complied with the independence and relevant ethical requirements, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Auditing Standard ASQM 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Reports and Other Financial Information*, or Other Assurance or Related Services Engagements, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### Australia Post's responsibility

Australia Post's management was responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, adequate records and making estimates relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

#### 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 Revised), Assurance Engagements on Greenhouse Gas Statements (ASAE 3410) and the terms of reference for this engagement with Australia Post, as agreed on 22 June 2023. Those standards require that we plan and perform our engagement to express a conclusion on whether anything has come to our attention that causes us to believe that the Subject Matter is not prepared, in all material respects, in accordance with the Criteria, and to issue a report.

#### Summary of review procedures performed

A review consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information and applying analytical and other review procedures.

The nature, timing, and extent of the procedures selected depend on our judgement, including an assessment of the risk of material misstatement, whether due to fraud or error. The procedures we performed included, but were not limited to:

- ▶ Conducted interviews to understand the business and process for collecting, collating, and reporting the Subject Matter during the reporting period
- ▶ Undertook analytical procedures to support the reasonableness of the data
- ▶ Assessed that the calculation criteria have been correctly applied in accordance with the methodologies outlined in the Criteria
- ▶ Conducted detailed testing of underlying source information on a sample basis to check completeness and accuracy of data
- ▶ Identified and tested assumptions supporting calculations

# Independent Limited Assurance Statement



- ▶ 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 the Subject Matter.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our review conclusion.

**Inherent limitations**

Procedures performed in a review 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 review engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

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 assessing aggregation or calculation of data within IT systems.

The GHG quantification process is subject to scientific uncertainty, which arises because of incomplete scientific knowledge about the measurement of GHGs. Additionally, GHG procedures are subject to estimation and measurement uncertainty resulting from the measurement and calculation processes used to quantify emissions within the bounds of existing scientific knowledge.

**Other matters**

Our report does not extend to any disclosures or assertions made by Australia Post relating to future performance plans and/or strategies disclosed in Australia Post’s 2023 Annual Report. Our report does not extend to supporting disclosures online including disclosures or assertions within the Corporate Responsibility Indices 2023.

**Use of our Assurance Report**

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.

Ernst & Young  
Melbourne, Australia

Meg Fricke  
Partner  
1 September 2023

# Business for Societal Impact Verification Statement



**Verification Statement from Business for Societal Impact (B4SI) – 2023**

Business for Societal Impact (B4SI) 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 contributions) made to community causes.

As managers of B4SI, 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 2023 B4SI reporting year as defined by the methodology.

Cash	\$ 2,622,492
Time	\$ 0.00
In-kind	\$ 17,237,371
Management costs	\$ 2,969,286
<b>TOTAL</b>	<b>\$ 22,829,149</b>

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

<b>Leverage**</b>	\$ 501,532
<b>Revenue foregone^</b>	\$ 20,875,895

*\*\*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 Simon J Robinson  
 On behalf of Business for Societal Impact  
 August 2023